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Director - Product Management

About Peritus.ai

Peritus enables self-healing autonomous datacenters with automated, cognitive support for infrastructure software and hardware. It is a funded startup co-created at The Hive in Palo Alto, CA that delivers artificial intelligence based virtual support expert systems for datacenter service fulfillment and incident resolution.

As datacenter vendors move from on premise to the cloud their existing support system lacks the agility and cost-effectiveness for the cloud. Peritus significantly enhances operational efficiencies of existing support services, and enables managed service providers & system vendors to offer new business continuity entitlements. Peritus assists & automates a wide spectrum of decisions in system support including incident classification, routing, contract coverage, incident resolution recipes and orchestration of incident management between subject matter experts (SMEs).

Peritus' unique vectorization of system log data drives predictive modeling with highly granular feature extraction for early detection of system events. The platform's advanced natural language processing (NLP) capabilities drive Peritus' incident modeling and predictive capabilities. The core service fulfillment engine uses a combination of supervised and unsupervised methods to predict incident features from system log data. Peritus delivers automated orchestration of incident resolution through its close integration with existing incident management platforms.

About the role

The Director - Product Management role gives the successful candidate the opportunity of leading the disruptive wave of artificial intelligence in the multi-billion-dollar datacenter support and service market. Peritus redefines datacenter support & service entitlements and the economics of their fulfillment paving the way for their distribution at the granularity of cloud-native applications. This is a giant leap from the current state-of-the world of fat service contracts sold or leased along with datacenter systems. Peritus' customers include datacenter system vendors, managed service providers and cloud (XaaS) service providers. The role is pivotal to delivering the product to market through product management, tight collaboration with engineering, and early POCs and success with early customers.

Responsibilities

- Drive Peritus' product vision and direction, including product plans/roadmaps, product evolution and product lifecycle
- Work on a daily basis with engineering to drive product definition and development prioritization at the fast pace of an early-stage startup
- Develop functional specifications for assigned product features to include effective product and user interface design, rapid prototyping, product validation testing, and usability testing, while ensuring that the product strategy is adhered to throughout the product life cycle
- Manage product POCs and interactions with customers and partners. Manage Peritus' product success and device strategies to deliver customer delight.
- Identify, develop, and manage relationships with customers, partners and providers
- Gather, validate, and evaluate product/market requirements through market and customer research
- Drive competitive analysis
- Represent Peritus in industry-wide forums

About you

- You have a deep technical background in datacenter hardware and software infrastructure and its support requirements
- You have strong familiarity and understanding of customer support, escalation engineering management, customer-facing datacenter product delivery

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- You have familiarity with technical support platforms including those used for incident management, incident analyses, bug tracking and customer entitlement management
- Exposure to managed infrastructure service and cloud hosting infrastructure service management very desirable
- You have an understanding of machine learning, knowledge-based ontologies and data processing technologies
- You are smart, get things done, have great energy and thrive in a fast paced early-stage startup environment
- You have a track record of delivering datacenter products to market

Please send your resume to **jobs@peritus.ai**.