

# Colombia Jobs Expertini®

## Senior Product Manager

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Company: Microsoft

Location: Colombia

Category: other-general

### Overview

M365 is key to Microsoft's cloud strategy. M365 Monitoring team is looking for a highly motivated PM to drive our Monitoring strategy and investments in making M365 the most reliable and consistently amazing service in the world. The team is responsible for providing observability for M365 services developing and maintaining the monitoring tech stack from telemetry, detection, diagnosis and mitigation for M365 services. Those services are large scale, running across the globe, serving hundreds of millions of users every day. Our mission is to provide highly reliable Microsoft 365 services with minimal downtime to customers. Microsoft's mission is to empower every person and every organization on the planet to achieve more. As employees we come together with a growth mindset, innovate to empower others, and collaborate to realize our shared goals. Each day we build on our values of respect, integrity, and accountability to create a culture of inclusion where everyone can thrive at work and beyond.

### Qualifications

#### Required Qualifications:

Bachelor's Degree AND 5+ years experience in product/service/project/program management or software development OR equivalent experience.

#### Preferred Qualifications:

Knowledge of container orchestration (K8s) and management platforms.

Strong cross group collaboration skills.

Track record of going technically deep and quickly ramping up on new technologies.

Ability to work independently in highly ambiguous environments.

## **Responsibilities**

As a senior PM, your primary focus is to design and build observability systems to predict, detect and recover issues that impact customer experience. This includes, but is not limited to:

High quality and intuitive telemetry instrumentation to create high fidelity customer experience signals.

Zeroing in on monitoring gaps and working with component owners to filling in the same.

Reducing costs of running our service by increasing correlation, triangulation and auto recovery.

Giving business value back to end customer through creating experiences for tenant admins.

Identify data-informed, short-term, and long-term investment opportunities, evaluates tradeoffs, and prioritizes investments in consultation with cross-functional partners for multiple feature areas (e.g., product, service). Determine the features or experiences to prioritize in the roadmap that will support achievement of success criteria and Objectives and Key Results (OKRs).

Influence and engage with cross-functional internal partners, external partners, including early adopting customers, senior leadership, and other key stakeholders to gather input and garner support for product/service vision, strategy, and roadmap for multiple feature areas. Start to provide thought leadership for questions and challenges from group managers and other leaders. Anticipate push back and address it appropriately using product expertise and data while handling challenging feedback. Collaborate to gain buy in and alignment. Solicit input from others regarding priorities and resources needed to deliver desired outcomes for multiple feature areas (e.g., product, service).

Benefits/perks listed below may vary depending on the nature of your employment with Microsoft and the country where you work. Industry leading healthcare Educational resources Discounts on products and services Savings and investments Maternity and

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