**Program Manager III**

GitHub is changing the way the world builds software, and we want you to help build GitHub.

The GitHub Product Operations team serves each product development team at GitHub with solutions for planning, releasing, and operating at scale. We’re building tools, running projects, and fostering partnerships with customer-facing teams around the world that help our teams deliver value faster and more consistently to millions of developers. We’re behind the GitHub public roadmap, the GitHub changelog, and our channels for product feedback.

We’re looking for an operationally minded program manager to help the company get more value from solutions that help teams manage their customer feedback. You will work with the Product and Engineering teams, plus customer-facing teams in Sales, Services, and Support, to operate key routines and meaningfully improve how we serve our customers. Your job will be to build a tight feedback loop with our partner teams as you deliver routine processes, understand how they could improve, and then to help us prioritize and execute on that plan.

Responsibilities:

* Own the solution for your area. You will be responsible for specific areas of product operations. Not only will you take on operational ownership for them but also contribute to how your area aligns with our overall strategy.
* Become an expert on how GitHub builds products and how our customers experience those products. You will also understand the domain, trends, prior art, and the history behind areas of product operations.
* Collaborate across teams. Your success will require coordination across multiple teams and domains at GitHub. You will play a critical role creating alignment between Product teams, as well as working with the wider GitHub organization. We win or lose as a team.
* Measure success. Own the measures used to define success for your area. Success measures must be defined at the inception of a product and tracked throughout its lifecycle. Make measures visible to all stakeholders and interpret them into actionable conclusions and new hypotheses.

Minimum Qualifications:

* 3+ years of engineering, design, product management, or equivalent experience with demonstrated ability to define and deliver products
* Strong communication skills, with clear verbal communication as well as explicit and mindful written communication skills
* Experience working across organizations with Sales, Marketing, Support, Product, Engineering, and Design
* Skill and enthusiasm for translating feedback into actionable priorities and common practices
* Strong organizational skills, both at an individual and team level
* Comfort working in a highly technical domain
* Familiarity with modern software development practices

Preferred Qualifications:

* Strong analytical capabilities. You excel at and enjoy analyzing complex, messy data to draw out actionable priorities
* Experience bringing clarity to situations with a high level of ambiguity
* Previous experience working with a software delivery team
* Experience building features for a cloud service/application at scale
* Experience working on a technical pre-sales, professional services, or support team