

Job Title: Product Manager – Digital Public health program

Duty Station: Delhi (with travel to program locations)

Reporting to: Chief Strategy Officer – Digital Health

Key Responsibilities

- Lead user research and co-design processes with ASHAs, ANMs, and field teams.
- Translate field insights into clear digital product requirements, user stories, and workflows, including requirements for AI-enabled predictive models and voice interfaces.
- Serve as the Product Owner, collaborating closely with full-stack and data/AI engineers to define features and ensure user-centric product design.
- Manage the product backlog, sprint planning, and iteration cycles in collaboration with engineering.
- Lead the rollout of digital pilots and solutions, ensuring prototypes are field-tested and iteratively improved.
- Coordinate across technology, design, research, M&E, and partner organizations to deliver cohesive product experiences.
- Track adoption, performance, and impact using dashboards, analytics, and user feedback loops.
- Support field training, AI model validation in the field, user feedback, and continuous iteration of AI-assisted and voice-enabled solutions.
- Ensure government alignment, interoperability, and compliance with national digital health standards.
- Prepare product documentation, user flows, release notes, and presentations for internal and partner stakeholders.

Skills and Experience

- **Education:** Master's in Public Health, Social Work, Business Administration or a related discipline.
- **Experience:** 5–8 years in product management or digital health program implementation., including:

- Leading digital, data-driven, or AI-enabled solution design with end-to-end responsibility for roadmap execution. .
- Field experience working with community health workers (ASHA, ANM, AWW), community members, and supervisory staff at sub-district and district levels within government systems.
- Project management across teams, coordinating content, communications, M&E, technical development, and partner organisations to deliver integrated digital solutions.
- Facilitating collaboration across government departments, NGOs, and technology partners.
- Hands-on experience with WhatsApp automation platforms (Glific, Gupshup, WATI) and comfort engaging with AI/ML-enabled digital tools, dashboards, and mobile data systems.
- Proficient in tools such as Trello, JIRA, Google Sheets, and analytics dashboards for workflow tracking, reporting, and iterative improvement.

Personal Attributes

- Strong communicator who bridges technology and field realities, with a user-centered product mindset.
- Passionate about frontline empowerment and digital inclusion.
- Empathetic, adaptive, and proactive in managing complexity.
- Driven by systems thinking and long-term impact.

For more details: contact@pmspl.net.in