

Job Description

Technical Product Manager

Department:	Product and Sales Support
Reports to:	Head of Product and Sales Support, Americas
Supervisory:	No
Position Type:	Full-time, Permanent
Vacant Position:	Yes
Position Category:	Non-Managerial
Salary Range:	\$75,000 - \$95,000 annually
Location:	Ottawa, ON

Team Purpose

Condaïr's success is built on a strategy of offering a complete range of humidity control technologies to ensure that our customers receive the optimal solution for their applications. Managing such a diverse portfolio of products requires an effective product management organization that identifies customer problems, defines product solutions, supports the development of new products, drives successful product launches, monitors product performance during the sales cycle, and manages the eventual retirement and succession of products. To this end we operate two product management teams; a highly strategic Global Product management organization and more localized Technical Product Management teams that manage products within a given region.

Purpose of Role

The Technical Product Manager (TPM) is a direct link between our local markets and the broader Condaïr organization.

Working closely with Global Product Managers, the TPM provides local market intelligence, technical feasibility input, and development support throughout the product lifecycle. While Global Product Managers define portfolio strategy, roadmaps, positioning, and business objectives, Technical Product Managers focus on technical execution, product validation, market introduction, continuous improvement, and market adoption.

Technical Product Managers collaborate extensively with Sales, Application Engineering, Service, Marketing, and R&D teams. They support development projects through requirements definition, field trials, testing, launch preparation, sales and service training, technical documentation, customer feedback management, and coordination of launch activities with marketing. After launch, they become the primary technical steward of the product through continuous improvement initiatives, technical support, product care activities, spare parts strategies, documentation, and lifecycle management. They interact with the market directly through visits to sales agencies and distributors, trade shows, event marketing, and in-person training.

This is a highly diverse role that offers exposure to all stages of the product lifecycle, from concept development through market introduction, continuous improvement, and eventual phase-out.

Key Duties and Responsibilities

To perform this job successfully, an individual must be able to perform each essential duty to a competent level. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Professional, Ethical, and Organizational Responsibilities
 - Embody Condair Vision, Mission, Values and Leadership Principles
 - Comply with Professional Engineers Ontario [Code of Ethics](#)
 - Adhere [ISO 9001 Quality Assurance System](#), [Project Management Handbook](#), [Brand Guidelines](#) and other relevant work instructions
 - Follow Workplace policies including [Employee Handbook Guidelines](#), [Expense Claims Policy](#), [Harassment](#), [Violence](#), [Health and Safety](#), and [Disconnecting from Work](#)
- Market Intelligence and Innovation Support
 - Build and maintain relationships with sales agencies, contractors, consultants, and key customers to gather market intelligence and support product adoption
 - Conduct local market research and market intelligence gathering
 - Conduct competitor evaluations and maintain competitive benchmarks
 - Analyze new technologies and create innovation board entries
 - Provide local insights to support Product Roadmap development
- Product Development and Validation
 - Represent local market requirements, customer needs, and application trends within product development activities, including business case development and requirements engineering
 - Participate in development projects throughout R&D, industrialization, launch, and post launch phases
 - Lead product field trial phase by providing technical support, collecting feedback, monitoring performance, and visiting key sites
 - Execute phase-in and phase-out planning activities
- Market Introduction and Product Launch
 - Contribute local market insights to Global Product Manager market introduction plans
 - Develop and provide technical and service trainings
 - Setup and maintain showroom and traveling demonstration equipment
 - Compile market introduction packages and technical documentation
 - Evaluate technical feedback and coordinate resolution of any initial problems
 - Visit launch customers and support opportunities for key account development
- Product Stewardship and Continuous Improvements
 - Monitor product performance including sales trends, warranty claims, support issues, quality metrics, and customer feedback to identify improvement opportunities
 - Collect stakeholder feedback, assess technical feasibility, and document in the backlog
 - Maintain and prioritize product backlogs to drive continuous improvements
 - Define, maintain, and optimize spare parts offerings, including new kits, consumables guidance, and phase-out plans for obsolete items
- 3rd Level Technical Support and Product Care
 - Support escalated issues by e-mail or phone
 - Provide timely, competent, and effective on-site support for critical sites
 - Support Product Care investigations and corrective actions, including 8D investigations, laboratory testing, and validation of corrective measures

- Coordinate local resolution of quality, reliability, and design-related issues
- Product Information, Lifecycle Management, and Special Projects
 - Own the accuracy and maintenance of technical product information including manuals, service documentation, digital tools, web content, and product bulletins
 - Draft and issue Product and Technical Bulletins related to product changes, improvements, warranty cases, and technical guidance
 - Evaluate and execute product specials
 - Support Customer Specific Projects through technical feasibility assessments, product modifications, and customer coordination.
- Maintain department Work Instructions, Processes, and ISO Documentation
- Assist with annual resource requirements planning and budgets
- Travel up to 25% within North America and internationally is required
- Adhere to Condair's Quality Assurance System and Health and Safety policies
- Other duties as assigned by management

Challenges

- Managing multiple products at different lifecycle stages simultaneously, requiring effective prioritization of development, launch, support, improvement, and phase-out activities
- Ensuring regional needs are effectively represented and addressed during global product development activities
- Ensuring successful product launches and market adoption through indirect sales channels with varying levels of product knowledge and technical expertise
- Conducting market research in an industry niche with limited published data
- Defining product requirements with sufficient detail to support project execution while allowing flexibility for engineering innovation and optimization
- Prioritizing a large volume of requests, opportunities, and improvement initiatives within constrained resources while maximizing business impact
- Influencing decisions and obtaining support from cross-functional teams without direct authority over priorities or resource allocation
- Maintaining technical expertise and market knowledge in a rapidly evolving industry characterized by changing technologies, regulations, standards, and customer expectations
- Investigating and resolving complex technical, quality, reliability, and application issues that are often unique, require cross-functional collaboration, and may have no established precedent
- Managing customer interactions during challenging projects, product performance, or support situations while maintaining professionalism and strong business relationships
- Achieving business objectives while operating within the constraints of established systems, processes, product platforms, regulatory requirements, and organizational structure

Professional Skills, Qualifications, and Competencies

Education and Experience	Canadian-specific work experience is not required. We welcome applications from candidates with international education and professional experience. Engineering, Technical, or Business Degree. Three (3) or more years of experience in an engineering, technical marketing, or product management environment is an asset.
Geographic Location	Available to work in office, minimum 3 days per week, at Condair Ottawa Facility
Language Skills	Excellent verbal, writing and comprehension skills in English. Demonstrates a wide degree of creativity and expressiveness with the English language. Demonstrated ability to communicate technically, in writing and verbally. Above-average written communication and editing skills. German, French, and/or other languages are considered an asset.
Ability to Reason	Strong planning and organization skills are required. Ability to prioritize work, set targets, and make decisions. Ability to work accurately and methodically under pressure. Familiarity with milestone-based project methodologies is an asset.
Computer Skills	Knowledge of Microsoft Dynamics CRM, Jaspersoft, and/or enterprise resource planning systems (SAP) is an asset. Strong knowledge of Microsoft Office tools. Experience with accelerating workflows using machine learning, large language model, and AI tools is an asset.
Math Skills	Ability to perform numerical calculations related to technical, financial, and planning topics at a post-secondary level is required.
Certificates/Licenses	Professional Engineering license (P. Eng) is an asset.
Other	Proven ability to work in Canada and the ability to travel abroad (USA, Europe) as required. Once probationary period is achieved, the ability to work on-site at our Ottawa location a minimum of three (3) days per week is required. Confidence presenting in front of groups.

Personal Characteristics

Teamwork	Balances team and individual responsibilities. Exhibits objectivity and openness to other's views. Gives and welcomes feedback. Offers to help others to achieve common goals.
Drive	Exhibits a drive to do all work required to achieve success. Demonstrates initiative to support evolving business and project needs. Aims to do the right thing without being told.
Ethics	Works with integrity and strong morals/ethics
Professionalism	Approaches others in a tactful manner. Reacts well under pressure and follows through on commitments. Treats others with respect and consideration regardless of their position. Accepts responsibility for own actions and asks for help when needed.
Safety	Observes safety and security procedures. Uses equipment and materials properly and as instructed.
Dependability	Is consistently at work and on time and completes work in a timely manner. Able to deal with change, delays, and unexpected events.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of the job, the employee is required to:

- Regularly use a seated computer workstation
- Regularly stand, bend, and twist for the purpose of setting up events and in-house meetings
- Occasionally lift and carry moderate loads, up to 22 kg, to organize in-house meetings and events.
- Travel domestically and internationally

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the job duties, the employee is regularly exposed to:

- Seated office environment
- Manufacturing facility
- Testing / Engineering labs
- Airports, airplanes, and other places that are associated with business travel
- Indoor and outdoor mechanical spaces, including rooftops and basements
- Customer facilities across a variety of industries and applications

Benefits/Perks

Condair is pleased to provide the following benefits to all permanent employees (subject to change):

- Medical benefits
- Dental benefits
- Vision benefits
- Long-term disability insurance
- Life insurance/AD&D
- Pension/RRSP/TFSA
- Paid vacation
- Paid sick/personal leave
- Free on-site gym
- Free parking
- Free monthly lunches
- Other employee appreciation events

Artificial Intelligence Disclosure

This recruitment process does not use artificial intelligence or automated decision-making tools to screen, assess, or select applicants. All applications are reviewed by Condair hiring personnel.

Accommodation

We are committed to creating an inclusive workplace by providing a barrier-free recruitment and selection process. If you have an accommodation request, require material in an accessible format, or need additional support with the application process, please contact Human Resources at na.hr@condair.com or call 613-822-0335 and ask to speak with Human Resources.

Acknowledgement

This job description reflects the immediate requirements of the post. As the duties of the post develop and requirements of the company change, the post holder will be required to carry out other duties.

About the Company

Condair Group, founded in 1948 and based in Switzerland is the global leader in humidification, dehumidification, and evaporative cooling. Supported by science, we engineer individual, holistic solutions that customers can trust through the entire lifecycle. With optimal humidity, we increase productivity and create healthier built environments.

Condair Group has production sites in Europe, North America and China, its own sales and service organizations in 23 countries, and representatives in over 50 locations worldwide.

Our Vision

To create healthier built environments and increase productivity with the optimal humidity for a better life.

Our Mission

Driven by our customers' needs and supported by science, we engineer reliable, sustainable solutions.

Slogan

Humidity for a better life

Our Values



We act on our Vision

- Quick to develop solutions for our customers
- Proactive in recognizing and developing opportunities
- Innovative and flexible



We are reliable

- Keep our promises to business partners and colleagues
- Emphasis on quality
- With integrity



We are result-oriented

- Deliver optimized outcomes
- Proud to be part of our customers' success
- Each individual focuses on what is essential



We empower our people

- Open-minded culture
- Flat hierarchy and respect for each other
- Everyone safe every day



We improve human life

- Promoting health through scientific research
- Providing sustainable and energy-efficient solutions
- Enhancing our customers' productivity