Job Title	Solutions Manager - Cashub
Reporting To	CPO/CSO
Location	Europe

Job Purpose

- Own Castles Technology's SaaS solutions in EMEA

Objectives & Activities

- Definition and Execution of product lifecycle processes for Software as a Service (SaaS) products.
- Definition and execution of product lifecycle processes for unattended EV charging solutions and vending and vertical application deployments
- Create detailed specifications for new projects, including project scope, timelines, costs, resources needed, and any challenges that may be encountered
- Define Business and pricing models based on Market demand, competitive landscape, and targeted customer expectations.
- Lead/Build solutions by researching current technology trends, gathering requirements from clients, and proposing new features to improve the overall experience
- Coordinate with clients to ensure they are satisfied with the final product
- Manage client relationships and providing support for their needs throughout the implementation process.
- Coordinate with our R&D to ensure the final product contains the necessary features to address market demand and customer needs.
- Monitor the performance of existing solutions to identify areas for improvement.
- Work with development teams to ensure that projects meet requirements and deadlines
- Evaluate new technologies and recommending them for implementation where appropriate
- Conduct user research to identify pain points and identify opportunities for improvement

- Report progress on projects to clients and stakeholders (weekly dashboard) throughout the duration of a project.
- Engage partnership with 3rd party app providers in order to get grow our vertical app portfolio: Interfacing with internal and external resources and proposing the best technical and commercial solutions to address speed of execution and quality of deliveries
- Comply with Group directives, processes and policies.

Knowledge & Experience

Fluent in English. Other European languages are an asset.

Degree in Informatics, Telecommunications or Business Studies, or similar.

Similar experience within fintech/technology industry

Experience with Payment Terminal management Systems

Experience in partnering with 3rd party app providers in POS environment

Familiar with Payment gateways and the payment ecosystems (security , regulations,..)

In-depth knowledge of payments in order to develop high availability service solutions for large projects and critical networks.

Familiar with project management, direct management of personnel, operations and business management and organisational development.

Able to work independently and to support other people in the team.

Knowledge on continuous improvement programs and experience in managing by metrics.

With contract development, negotiation and closing skills as well as a general understanding of legal contracts.

Proven track record in identifying and developing new service businesses and revenue opportunities.

Can take frequent business trips.

Autonomy and Decision Making Responsibilities

- No budget, however will be able to sign off on invoices and have the authority to hire suppliers

Internal & External Contacts

- Networking with all technical departments, competitors and the market in general

Strategic Implications

- Delivering solutions strategy