JOB DESCRIPTION

Position	Product Management Executive (Microservices)
Department	Product Management
Reporting To	Product Director
Subordinate(s)	--
Shift(s)	--

The Product Management Executive (Microservices) is responsible for designing the development and user experience for all microservices on the Sentient.io platform, packaged as APIs. He/she would need to understand, plan and implement the most intuitive experience for how developers would understand, try and consume Sentient.io's microservices, from tutorials, documentation copywriting, parameters standardisation to usage satisfaction of the APIs.

Candidates applying for this position should preferably be based in Singapore or Malaysia.

DUTIES & RESPONSIBILITIES

1. **Ensure Optimal User Experience**

   Provide the best user journey for the microservices, including:

   ● Helping the users to quickly understand the purpose and functionality of the microservices
   ● Shortening the time for users to try out the microservices
   ● Providing all the finer details that would help the user be able to troubleshoot errors quickly, including very clear error messages, notifications, reminders and tooltips

2. **Provide Technical Copywriting**

   Create, edit and maintain technical explanations and instructions related to the microservices on the Sentient.io and associated products, including:

   ● Contents in the microservices and demo apps details page
   ● Details in the API Documentation page
   ● Tutorials/guides on how to use the APIs to create apps

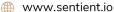3. **Maintain API Standards**

   Provide a consistent way of how all APIs on the Sentient.io should work and be used by developers, including:

   ● Standardising input and output parameters' format and naming convention
   ● Implementing strict version control and lifecycle management of older APIs
   ● Ensuring all APIs adhere to the Open API 3.0 framework

3 Fusionopolis Place, #03-56 Galaxis Work Lofts. Singapore 138523

www.sentient.io   enquiry@sentient.io

- Ensuring all APIs have robust error handling and that developers have a more intuitive way of trouble-shooting errors

4. **Maintain API Quality**

Establish a high standard for all microservices by designing robust test cases, strict testing and benchmarking on:

- Functionality - identify and state clearly the boundary conditions and known constraints of the APIs and make it known to the users
- Availability (uptime) and concurrency - enforce high availability (99.9%) for an average case of concurrent users (based on demand for each API)
- Response time and latency - ensure a reasonable response time and latency (given concurrency average concurrency load) benchmarked against other comparable microservices in the market
- Model performance - ensure a certain threshold of accuracy performance; when it comes to domain-specific use cases, the microservice should outperform similar ones in the market used for broad (generic) use-cases

5. **Maintain API Lifecycle**

Maintain the end-to-end lifecycle of the microservices, including:

- Gauging demand and use cases for each microservice
- Proposing features upgrades for each microservice as required or requested by the users
- Overseeing the deployment schedule of the microservice
- Studying the competitive landscape to ensure relevancy of our microservices

EXPECTED OUTCOMES

1. A platform containing microservices that are easy to understand, implement into app development and consume.

2. Visible trend of reduction in time for users to cross specific milestones in their user journey (1st API try-out, 1st API call from their app, 1st credits purchase).

3. Visible trend of reduction in customer service requests to clarify on API usage or complains

4. Clear progression for all microservices in terms of either improvement in performance and usage quality, functionality or reduction in costs

ARCHETYPES OF THE SUCCESSFUL CANDIDATE

1. Good tertiary education in Business, English Language, Computer Science, Computer Engineering, Product Design and/or related fields

2. Strong linguistic skills in both written and spoken English, especially in technical writing (written test may be administered as part of the selection process)

3 Fusionopolis Place, #03-56 Galaxis Work Lofts. Singapore 138523

www.sentient.io   enquiry@sentient.io

3. Able to explain complex technologies in a simple, concise and jargon-free writing style

4. Understanding of HTML, Javascript and APIs

5. Experience working with developers a huge bonus

6. A meticulous self-starter that is comfortable working in a fast-paced start-up environment, and able to quickly create structure and organisation from unstructured inputs.

_____

3 Fusionopolis Place, #03-56 Galaxis Work Lofts. Singapore 138523

www.sentient.io   enquiry@sentient.io