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## Product Leader

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**Title:** Product Director/Sr. Product Director

**Location:** Houston, TX (onsite 5-days a week; no remote work available for this role)

### Company Background

PCS Software, Inc. is an AI platform for the transportation logistics marketplace providing the trucking industry's most effective transportation management platform (TMP) to improve fleet management and delivery systems and increase profits for our customers. Through innovation and invention, our software individualizes work routines, consolidates workflows, and streamlines management controls to improve accountability, transparency, and eliminate costly and redundant manual processes.

Trucking companies and freight brokers trust PCS to optimize their dispatch, accounting, and fleet operations. TL, LTL, Intermodal, and freight brokerage services use our TMP to automate operations, easily access information, and reduce inefficiencies to maximize sales and revenue. Founded in 1997 and located in Houston, Texas, PCS Software is the leading developer of hosted software solutions designed specifically for the ground transportation industry.

### Job Description

Are you a technology team leader with product management experience looking for your next career challenge? Are you creative but still process driven? Do you thrive on change? Are you ready to manage a complex product set within a fast-paced, rapidly growing company?

As the PCS Product Director, you will lead a team responsible for designing and innovating SaaS based software products on the PCS TMS platform. The key responsibilities for your role will be the development of the Product Roadmaps and execution of those plans to deliver these new, innovative and market leading products within the Line of Business.

This will include developing a systematic approach to client usability, trials, design/development, piloting, enhancement, and product launch. Another key aspect of this role is the development of processes, analytics, and metrics to operationalize the delivery of the product portfolio ensuring the development of accurate timelines and that financial objectives are met. In your role you will work directly with the leadership team executives which includes managing the competing priorities of the product brands and functional leaders. You will report into the CTO and partner closely with the Software Engineering and Test teams.

### Responsibilities Include:

- Work with executives (CTO, CEO, and sales leaders) to align product strategy with PCS combined AI platform vision for the transportation market.
- Translate vision into strategy and strategy into capabilities to be implemented into the platform.
- Drive transformation of the approach to the market from customer driven backlog enhancements to building an AI platform to target the market.
- Understand the business of the PCS transportation customers - (carriers and shippers) and define requirements to the platform that enables PCS to become the platform of choice.
- Understand competition and the solutions they have in market and determine the best capabilities to continually take share.
- Understand integration partners and work with them to drive the PCS API and partner strategy. Align closely with the VP of channel sales and API/Integration PM.
- Work with customers to understand the business challenges they need to solve and work with engineering to define solutions to enable the platform to address business challenges.
- Understand the business performance of the PCS platform and work with CFO, CEO, CTO to improve performance in the market.
- Work with the complete value chain to perform portfolio management – i.e., not only what do we do but what do we stop doing.
- Work closely with the creative team to create easy to use, elegant experiences for the
- Lead product innovations for powerful simplicity and effectiveness
- Anticipate our customers future needs.
- Collaborate with relevant stakeholders within the business to validate strategy and set priorities.
- Establish and execute best practice processes to assess market opportunities and develop business cases for proposed products including market and competitive analyses, investments costs and development timelines.
- Manage the product life cycle across this portfolio of solutions to drive revenue and meet the needed financial and operational goals.
- Achieve the above objectives through the development and coaching of the team of product managers responsible for the product portfolio including fostering the desired team culture of creativity, agility and passion for the industry and our customers.

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## Product Leader

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- Develop analytics and metrics to measure the success of the team and to monitor continued successful execution of the Product Roadmap

### Technical Skills, Education, and Experience Required

- Bachelor's degree in Product or Computer Science
- 10 years + in technology teams with at least 6 years focused specifically on SaaS based software product innovation and management on mobile devices.
- An innate ability to synthesize customer inputs, market, and competitive data to form a view of current and future market needs.
- Experience delivering market leading products.
- A versatile style that allows you to form relationships with customers, talk shop with developers, brainstorm with marketing and discuss financial performance with the Controller.
- Ability to apply process and structure to drive results without sacrificing flexibility and team empowerment.
- Experience managing a growing portfolio of products serving multiple geographies.
- Collaborative style with the ability to manage competing stakeholders including Executive Leadership, Sales and Services
- Ability to understand modern technology and how it is applied to create differentiation and address customer problems. Understanding of the Platform and how/where to apply Machine Learning capabilities to set PCS apart from competitors.
- Experience with Logistics or 3PL is a plus.
- Experience with Machine Learning or AI Techniques is a plus.
- Strong Executive Presence – this role will have extensive executive visibility both internally and externally.

### Success Factors

PCS Software is a company of motivated employees from a wide range of industries and backgrounds working toward a common goal – the success of our customers in the ground transportation industry. Our team works together and challenges each other to bring new ideas to the table to achieve our mission. That is, to create the most effective transportation management system in the country at delivering process improvements that immediately result in operational efficiencies and revenue generation for our customers.

- Solid track record of longevity at one company and the ability to show growth in your career progression.

- At a personal and interpersonal level, we are looking for individuals who thrive and excel in teams and demonstrate big-picture thinking, willingness to explore new avenues, be persistent when things do not go well, and be committed to delivering and maintaining a high “Do/Say” ratio.
- Strong communication skills, both oral and written, at the technical and managerial level, are also key to success.
- Ability to communicate with customers to understand and document the simulation requirements, then ideate, plan, develop, and deliver simulation tools are required.
- Skill and ability to: collect, curate, organize, synthesize and/or analyze data to summarize findings and develop conclusions and evidence-based recommendations are essential.

### Our Values

Our guiding principle at PCS Software is customer service. We believe that we are a customer service company that happens to make the best software in our industry. If you are driven to delight customers and treat every fellow employee with that same level of excellence and care, then we want to talk to you!

At PCS Software, we value our amazing people-centric culture of builders and doers over any skill that someone can offer. This is an amazing place to work, and we offer our team a creative, fun, educational, and challenging environment. We constantly focus on not only the customer's journey and experience with PCS Software, but our individual journey as employees and the overall team experience as well.

### Why Join PCS?

PCS Software, Inc. rewards your hard work with excellent opportunities for career growth and personal development. If you want to be the newest member of a vibrant group of energized technology leaders in an innovative and entrepreneurial environment, then apply online today to start building solutions that customers will love to use and join a company that truly rewards your hard work and values your talented contributions. If you would like to compete for this highly sought-after position, please submit your resume to [employment@pcsoft.com](mailto:employment@pcsoft.com).

PCS Software, Inc. is considered one of the best places to work because of our competitive compensation plans, comprehensive benefits plan with 100% company paid medical, dental, and vision premiums for full-time employees and their dependents, 401k with a 4% match, generous PTO package, a truly creative and fun working environment, complementary food/beverages in the

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## Product Leader

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office, paid training and development opportunities, paid gym/fitness facility membership, employee recognition programs, and amazing opportunities for career growth and personal development.

### **Work Authorization**

PCS Software, Inc. will only employ those who are legally authorized to work in the United States. This is not a position for which sponsorship will be provided. Individuals with temporary visas such as E, F-1, H-1, H-2, L, B, J, or TN or who need sponsorship for work authorization now or in the future, are not eligible for hire.

This job description provides many examples of the types of responsibilities required but is not intended to be a comprehensive list. The incumbent will complete other job responsibilities as needed which are not specifically described in this document.

PCS Software, Inc. is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to sex, race, color, religion, national origin, age, marital status, political affiliation, sexual orientation, gender identity, genetic information, disability, or protected veteran status. We are committed to providing a workplace free of any discrimination or harassment.

We thank all respondents for their interest in PCS Software, Inc. However, only those selected for an interview will be contacted.

To view additional information on PCS Software, Inc., please visit our website at [www.pcssoft.com](http://www.pcssoft.com).

No calls or agencies please.

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