



Senior Technical Product Manager

Who we are

[ACME Technologies](#) is a highly customizable software-as-a-service (SaaS) platform for museums, zoos, aquariums, gardens, and other cultural destinations, with solutions to create a seamless visitor experience for some of the leading cultural attractions in the United States and beyond.

The ACME platform is API driven, offering our venues limitless design possibilities and connections with third party tools. The product suite includes a white-label eCommerce site, Point of Sale (POS) and Access Control apps, hardware integration, back office administration app, CRM integrations, and more. The core ticketing and membership applications are powered by ACME Pay, a payment infrastructure that can be used by any SaaS company seeking to monetize payments.

Our back end infrastructure is modern, elastic and based on the latest java micro services architectures and modern REST API principles. The challenges are great to keep our infrastructure reliable, secure, with high uptime and high performance as we process the main integrated payment use cases for our app layer and external API clients. If you like great engineering challenges, it's hard to find better; we do deep technology.

At ACME, we're passionate about culture and scalable technology. Given we build mission critical systems, we take pride in a low key, solution oriented company that deals with problems productively. Everybody is part of the solution. There is never a shortage of interesting problems to solve, interesting people to meet, and product complexities to master.

What you'll do

The Senior Technical Product Manager position is a high impact position within the company, building the most innovative payments, ticketing, and membership platform for ISVs, cultural institutions, museums, attractions and more. You'll be a member of ACME's growing product team, leading initiatives for our expanding payments platform and advancing our impact with partners and internal teams on successful API projects.

Responsibilities

- Connect regularly with customers, partners, and internal stakeholders to understand their needs and goals.
- Stay in tune with the competitive landscape, including technical capabilities and market opportunities.
- Conduct data analysis to inform feature prioritization and development of exceptional products.
- Understand our partners - identifying their capabilities and limitations - to assess their fit in our platform and guide the design of successful integrations.



- Support 3rd party developers to help them succeed with smooth API implementations.
- Apply strategic thinking to complex problems, leading the ideation and solutioning to meet the needs of all stakeholders - in partnership with product managers, designers, engineers, and client service managers.
- Develop detailed product requirements and lead agile product development, including scoping, prioritization, execution, and roll-out of features.
- **Do this all with a positive, team-oriented attitude and a desire to collaborate & share – these are our core values.**

Who you are

Qualifications

- 5+ years of technical product management experience.
- Domain expertise in building omnichannel card processing payments systems and/or checkout infrastructures, with an understanding of API centric approaches and payfac models.
- Entrepreneurial spirit – self-driven and curious with a passion for solving problems.
- Strategic thinker and highly analytical.
- Excellent attention to detail and highly organized.
- Ability to dive deep while also keeping perspective on the big picture goals.
- An appreciation for quickly delivering impact, with the understanding that speed is important but both prioritization and quality are equally important.
- Excellent communication skills (verbal, non-verbal, and written) with both colleagues and clients.
- A passion for simple design and exceptional user experiences.
- A degree in Computer Science (or the equivalent) or professional work experience as outlined below.

Desired Skills & Experience

- Experience with APIs, SDKs, and microservices - either on the product side or engineering side.
- Experience both using and demoing APIs with a focus on the use cases and end-to-end experience.
- Product management experience working with 3rd party developers on APIs and integrations.
- Experience generating easy-to-use API documentation.
- Experience with headless commerce.
- Experience with one or more of the following: Enterprise SaaS, Mobile, Point of Sale, Financial Transaction Systems.
- Experience with agile development.
- Experience with Atlassian stack, including JIRA and Confluence.
- Enthusiastic and flexible work style in an evolving environment where creative solutions are valued.



Benefits to look forward to

- Work fully remote where you live or hybrid with the team in San Jose, CA.
- Tight knit culture of problem solvers in a flat organization where everyone is empowered to make an impact.
- Stock options, 401k, health care and additional benefits.

We look forward to hearing from you

If this sounds intriguing to you and matches your background, we would love to hear from you!
Please contact michele@acmeticketing.com to apply, and include your resume.