



# OpenUp is looking for Product Owners, Project Managers, and Researchers.

**We're always looking for talented people who can improve our team and organisation.**

OpenUp is a civic technology organisation that seeks to empower people and government, through data, technology and innovative-thinking, to become active agents in creating positive social change. We partner with government, civil society, and industry leaders and to identify, gather and make accessible information that supports open communities and an empowered citizenry.

We are concerned that citizens may be inactive participants in civic life. This can be associated with a lack of adequate data and information of participation processes, services and recourse avenues. In addition, state actors may be closed off and uninformed of the real challenges or demands of citizens. As a result, or in addition, they are often ineffective at delivering services and engaging with the public.

Our belief is that data and technology can be used as tools to address both of these issues. An informed public better able to engage with the government on developmental and related issues. Correspondingly, an informed government is equipped to direct efforts and investment into the areas with the greatest need. Technology, if implemented correctly, can facilitate that creation of civic spaces which bridge the gap between citizens and government. The focus of much of our



work is to remove barriers that they experience when attempting to solve their own problems or those of their loved ones.

We take the 'Open' component of our name seriously. As such everything we create is open source and is licensed using open licences. We don't believe in reinventing the wheel, unless the need calls for it. We are also careful to avoid building white elephants that divert funds away from where it can do the most good. As such, our work heavily relies on user-centred design where technology addresses people's needs rather than existing for its own sake.

## Job Calls

OpenUp is currently looking to fill the following fixed-term, part time positions in 2021:

1. Product Owners
2. Project Managers
3. Researchers

Please note the above job calls are open-ended and the roles will close once we've found the suitable candidates.

Application instructions:

1. Carefully read through the individual job calls described below.
2. Apply by sending an email with your CV and a brief cover letter of no more than 300 words to [jobs@openup.org.za](mailto:jobs@openup.org.za). Please clearly indicate in the subject of the email the position you are applying to.



# Role Descriptions

## Product Owner

A fixed-term, part-time contract position. This role will work closely with organisational management, project managers, and project implementation teams, in order to create a product that fits the organisation's portfolio. **Please note that this is a senior position.**

The position of product owner encompasses, but is not limited to, the following tasks:

- Define product vision and strategy in line with the organisation's strategy and goals.
- Define and manage product roadmaps, including development cycles and release management.
- Make evidence-based decisions regarding the direction of the product.
- Determine product specifications, requirements and features based on strategic input, user feedback and organisational needs for both existing and new products.
- Continuous monitoring of product performance and meeting of product goals.
- Continuous improvement of products, based on monitoring and user feedback.
- Work closely with the implementation team to realise the product requirements.
- Develop the scope and define a backlog of items (epic/features/user stories) that guide a project team's implementation, solving product-related problems.
- Lead product planning sessions.
- Manage the product backlog in terms of prioritisation and grooming.
- Assesses the value, develops cases, and prioritizes stories, epics and themes to ensure work focuses on those with a maximum value that are aligned with the product strategy.
- Identifies and helps the client understand the business model, value and value proposition of the product.
- Develop metrics to assess the success of products and their features
- Demonstrates a fundamental understanding of end-to-end customer experience integration and dependencies.

## Requirements

- Bachelor's degree or higher (preferably in a tech, programming, or data science field)
- At least 5 years experience as a senior staff member (manager, team leader etc.)



- Experience communicating at various levels.
- Proven track record in research.
- Excellent writing skills.
- Excellent computer skills (Google Drive and/or MS Office, project management tools, etc.)
- Strong communication skills.
- Fluent in English.
- Ability to self-manage.
- Ability to work independently as well as collaboratively.
- Has their own laptop.
- Access to a stable internet connection that can handle video conferencing
- Non-South Africans must have a valid work permit.

**Start date:** Immediately.

**Salary:** In line with experience and market related.

**Location:** Remote.

## Project Manager

A fixed-term, part-time contract position. This role will work closely with organisational management, product owners, and project implementation teams. **Please note that this is a senior position.**

The position of project manager encompasses, but is not limited to, the following tasks:

- Manage technical and non-technical projects throughout their entire execution to ensure success in terms of scope, budget and timeline.
- Manage the day-to-day execution of projects using agile methodologies like scrum.
- Run project sprints, including daily standups, backlog management and retrospectives.
- Ensures consistency in project documentation and reporting
- Manages budgets, cash flow and expenditure against budgets.



- Identify risks and develop risk management plans in collaboration with technical and non-technical stakeholders.
- Monitor and report on project progress to stakeholders.
- Be an advocate for a good user experience.

## Requirements

- Preferably a bachelor's degree or higher.
- At least 3 years experience of project management using agile methodologies. (preferably in a tech, programming, or data science field)
- Experience communicating at various levels.
- Proven track record of project delivery.
- Project management certification advantageous.
- Excellent computer skills (Google Drive and/or MS Office, project management tools, etc.)
- Strong communication skills.
- Fluent in English.
- Ability to self-manage.
- Ability to work independently as well as collaboratively.
- Has their own laptop.
- Access to a stable internet connection that can handle video conferencing
- Experience managing technical (software) projects is an advantage.
- Experience working with open source projects is an advantage.
- Non-South Africans must have a valid work permit.

**Start date:** Immediately.

**Salary:** In line with experience and market related.

**Location:** Remote.



## Researcher

A fixed-term, part-time contract position. The role will involve working closely with project managers and implementation teams.

The position of researcher encompasses, but is not limited to, the following tasks:

- Conduct literature reviews related to civic technology research.
- Collect, analyse, and interpret data. Present research findings in the form of reports, articles and presentations.
- Maintain an accurate record of all data, safeguarding the confidentiality of interview subjects where applicable.
- Summarise research findings and project results in the form of progress reports and presentations for internal review.
- Provide ready access to all experimental data for team members.
- Manage and mentor research interns.
- Attend meetings, seminars, and conferences to foster working relationships and to showcase research findings.
- Manage and respond to research related networks and communications.
- Prepare, maintain and update relevant website materials and online resources.

## Requirements

- Bachelor's degree or higher (preferably a postgraduate degree)
- At least 3 years experience doing research or in a research-related position
- Experience communicating at various levels.
- Proven track record in research.
- Excellent writing skills.
- Excellent computer skills (Google Drive and/or MS Office, project management tools, etc.)
- Strong communication skills.
- Fluent in English.
- Ability to self-manage.
- Ability to work independently as well as collaboratively.



- Has their own laptop.
- Access to a stable internet connection that can handle video conferencing
- Non-South Africans must have a valid work permit.

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