



<https://wpmudev.com/career/product-assistant/>

Product Assistant

Description

As part of Incsub, since 2006, WPMU DEV, with its' award-winning WordPress plugins, hosting, world-beating support, and site management tools, has helped millions of web developers, freelancers, and agencies run and grow their businesses.

We're looking for a Product Assistant, who will play a key role in supporting the product team by researching user needs, gathering feedback, and helping prioritize product improvements that align with business goals.

You'll collaborate closely with cross-functional teams—including designers, developers, QA, and writers—to plan and deliver sprint cycles aimed at enhancing product performance and user experience. Your responsibilities will include identifying user pain points, assisting in defining solutions, and continuously iterating based on feedback. Beyond product development, you'll also contribute to fostering a positive and engaged team environment, helping ensure smooth communication and productive collaboration across all stages of the product lifecycle.

Responsibilities

- Organize and maintain the project backlog and roadmap
- Gather user feedback and conduct market research to help prioritize product features
- Assist in sprint planning, coordination, and retrospectives
- Collaborate with developers, designers, QA, and copywriters to address bugs and develop solutions
- Support user testing and data analysis using tools like MixPanel and Google Analytics
- Facilitate team communication, daily updates, and regular meetings
- Ensure timely responses to support queries and monitor feature requests
- Communicate product updates and changes to internal teams
- Contribute to documentation, blog posts, FAQs, and other product-related content
- Help define project requirements and success metrics with leadership
- Promote team engagement through activities and feedback loops

Qualifications

Essential attributes and experience required:

- Strong organizational and time management skills with the ability to multitask and prioritize effectively
- Excellent written and verbal communication skills, including the ability to create clear documentation and briefs
- Proactive problem-solving mindset with a keen attention to detail and a flexible, adaptable attitude
- Experience collaborating with cross-functional teams, including design, development, marketing, and support
- Familiarity with Agile and Scrum methodologies and participation in sprint planning and retrospectives
- Comfortable using project management tools like Jira to track tasks and progress
- Research and data analysis skills, including the ability to gather, interpret, and act on user feedback
- Hands-on experience with analytics tools such as Google Analytics, and

Hiring organization

WPMU DEV

Field

Product Management

Employment Type

Full-Time

Job Location

Remote

Working Hours

Full Time - 40 Hours Per Week

MixPanel

- Experience in managing WordPress plugins development team; preferably experience with performance plugins, such as caching, image optimization, speed optimization, CDN integration, and performance testing
- Basic understanding of UX/UI principles and a curiosity for improving user experience
- Confident in facilitating meetings, stand-ups, and team check-ins to keep workflows aligned and on track

SKILL-SET

WordPress, Mixpanel, Google Analytics, Jira, English language, Communication, Data Analysis, Research, Agile/Scrum methodology

Job benefits

Why Join us?

- Growth-oriented culture.
- Excellent compensation with competitive benefits and rejuvenation time-off.
- Flexible work environment.
- Training, tools, and support will be provided to help you perform your job.
- Limitless learning opportunities by working with cutting-edge tech stacks and a diverse, talented team.
- 28 days of paid leave per annum (up to 35 days).
- Opportunities for paid travel to attend WordCamps and other industry conferences.
- Long service leaves (3 months off paid) after you've been with us for 10 years.
- Annual bonus based on company growth targets
- Technology budget that can help you upgrade the tools you use for your job; the longer you serve, the higher the budget.
- General expenses budget yearly that can be used to help you become more productive; the longer you work, the more you get.

What should I do now?

Download the [Product Assistant Task](#), answer those questions, and then submit your application. It's that simple!

The ability to write in clear English is essential in this role. We are unable to consider applications that fail to demonstrate a high level of written communication.

HIRING PROCESS

Our hiring process includes the task mentioned above and an interview with our management team. If a candidate successfully passes the interview stage, they will be offered a paid trial of 4-6 weeks before being offered a more permanent role.

Good luck!