

# Product Manager

Location : Chandigarh/Kanpur

Reports to: Head, Products and Growth

The **Airawat Research Foundation (ARF)** was established as the National AI Centre of Excellence (CoE) for Sustainable Cities under the Ministry of Education, Government of India. Conceived as a forward-looking initiative, ARF is built on the belief that AI and data-driven innovation can fundamentally transform how Indian cities are designed, governed, and sustained.

ARF operates as a collaborative platform bringing together leading academic institutions, government bodies, and industry partners to advance research, experimentation, and deployment of AI solutions for urban transformation. The foundation focuses on critical domains including clean air, energy, urban mobility, digital governance, and waste management, developing practical tools and frameworks that enable cities to become more resilient, efficient, and citizen-centric.

ARF's work bridges the gap between policy and technology, creating an ecosystem where data scientists, city administrators, and innovators can co-develop responsible AI models and systems aligned with India's goals of sustainable and inclusive urban growth.

If you are passionate about using cutting-edge technology to solve real urban challenges, the Airawat Research Foundation offers a unique opportunity to shape the future of Indian cities. By joining ARF, you will work at the intersection of AI, governance, and sustainability contributing to pioneering research, transformative public-sector projects, and policy innovations that will influence how India's cities evolve over the next two decades.

## **Roles and Responsibilities:**

1. Define the product vision, strategy and roadmap for e-governance digital products by translating complex governance challenges into clear product opportunities aligned with State priorities and ULB operational needs.
2. Lead user research activities including stakeholder interviews, field visits, ethnographic studies and workshops with ULB staff, field workers and citizens to understand pain points, validate problems and prioritize features based on real user needs.
3. Write comprehensive Product Requirement Documents (PRDs) detailing features, user stories with acceptance criteria, API integration specifications, non-functional requirements, and success metrics to guide development teams.
4. Coordinate closely with Data Analysts, engineering teams and designers throughout iterative development cycles, facilitating prototyping, gathering feedback, making real-time prioritization decisions, and ensuring smooth handoffs between teams.
5. Design operational monitoring dashboards, define Key Performance Indicators (KPIs) and Service Level Agreements (SLAs) for each product, and establish

feedback loops to track usage, performance, business impact and user satisfaction for continuous improvement.

6. Plan system integration with existing platforms like mSewa, UPYOG and CRM systems by defining data exchange protocols, ensuring products are scalable to handle growing users and data, and coordinating localization efforts for Punjabi language and regional dialects.
7. Develop comprehensive test plans covering functional, integration and performance testing, coordinate User Acceptance Testing (UAT) sessions with representative end-users, triage feedback and bugs, and manage phased rollout strategies from pilot cities to full deployment.
8. Design training programs tailored to different user roles, create training materials including user guides, video tutorials and quick reference cards, conduct train-the-trainer sessions, and document standard operating procedures to drive product adoption and operational excellence.

## **Requirements:**

- **3-4 years** of experience in product or service design, preferably in civic-tech, e-governance, or public-sector digital transformation projects
- Experience in agile product development, UX/UI design, and user research.
- Understanding of API integration, data workflows, and citizen-facing digital systems.
- Ability to work with multi-disciplinary teams (data scientists, policy experts, engineers).
- Strong documentation and system design capability.
- If the candidate is based out of Kanpur, one week of travel to Chandigarh monthly.