

Dstny – Product Manager – UCaaS Core & Backend

About the Role...

At Dstny, Product Managers are accountable for **commercial success**, not technical delivery.

As **Product Manager – UCaaS Core & Backend**, you will own the **foundation** of our UCaaS portfolio: the call control platforms, media processing layers, and backend services that everything else depends on.

Your mission is clear and critical:

stabilise, protect, and evolve the UCaaS technical core so higher-value services—OTT integrations, analytics, AI, and partner-led innovations—can scale safely across European service provider markets.

This is not a feature-factory role.

You will not manage sprints or write tickets.

Instead, you will:

- Own the **product direction and roadmap** for our UCaaS core as a **carrier-grade platform**
- Make tough **commercial and architectural trade-offs**
- Prioritise platform and technical debt investments **only where they unlock scale, ecosystem readiness, and portfolio growth**
- Act as the **commercial conscience** at the heart of a highly technical domain

You will work closely with Architecture and Engineering to ensure feasibility and alignment—while remaining accountable for **value, outcomes, and long-term viability**, not operational execution.

This role sits at the intersection of **technology reality and commercial strategy** and is foundational to Dstny's UCaaS future.

What we expect from you...

You own outcomes, not output

- You are accountable for **adoption, time-to-value, retention, margin, and long-term portfolio health**
- You make prioritisation decisions based on **business cases, ROI, and strategic fit**, not escalation pressure
- You are disciplined about linking **platform investment** to commercial and partner impact

You protect and evolve a carrier-grade platform

- Own the **product roadmap** for UCaaS call control, backend services, and media processing layers
- Prioritise technical debt and platform work where it directly enables:
 - scalability,
 - ecosystem and partner readiness,
 - attachment of OTT, analytics, and AI-driven services

- Ensure the UCaaS core remains a **stable, extensible foundation** for future portfolio growth

You translate complexity into clarity

- Convert architectural constraints and opportunities into **clear product trade-offs**
- Communicate decisions in a way that aligns **commercial, product, and technical stakeholders**
- Act as the **single product voice** for the UCaaS core towards go-to-market, partners, and leadership

You stay commercially and market-close

- Represent customer, partner, and service-provider realities in product decisions
- Understand indirect, channel-led UCaaS business models and what accelerates **partner time-to-revenue**
- Balance platform purity with **market pragmatism**

What we're looking for

- 5+ years' experience in **Product Management, Product Owner, or Sales Engineering / Pre-Sales** roles
- Strong background in **UCaaS or carrier-grade real-time communications platforms**
- High technical literacy (call control, media, backend platforms) **without acting as an engineer**
- Comfortable discussing architecture, constraints, and trade-offs with senior technical stakeholders
- Strong understanding of **UCaaS / CCaaS markets** and European telecommunications landscapes
- Familiarity with platforms such as **Microsoft Teams, Cisco BroadSoft / Webex Calling**, or comparable UCaaS ecosystems
- Commercially minded, customer-facing, and confident owning decisions and outcomes

What we offer you

- A high-impact product role at the heart of Dstny's UCaaS strategy
- Genuine ownership of a mission-critical platform, not a cosmetic product layer
- The opportunity to shape products used by service providers across Europe
- A collaborative, senior product environment where outcomes matter more than process theatre
- The trust and space to make hard prioritisation decisions
- Competitive compensation aligned with impact and responsibility
- A company that builds long-term partnerships, not short-term hype

<https://dstny.com/>