

Dstny – Product Owner Analytics

Dstny Analytics Platform - an Enterprise SaaS product used by telecom operators and businesses to monitor, analyse, and report on their voice and unified communications traffic.

The platform connects to a wide ecosystem of telephony systems — including **Dstny, Microsoft Teams, Cisco Broadworks**, and many more — aggregating real-time and historical call data into a single, customisable reporting interface.

What users do with it:

- Build and schedule custom reports on call volumes, agent performance, queue statistics, and SLA compliance
- Monitor live dashboards with real-time call feeds
- Export data to Excel, PDF, and other formats
- Manage multi-tenant configurations across hundreds of customers

What makes the engineering work interesting:

- **Breadth of integrations:** 36+ production telephony connector modules — spanning REST, SOAP, proprietary binary protocols, and gRPC/Protobuf
- **Plugin architecture:** each connector is a self-contained, independently deployable module — new integrations don't touch core logic
- **Reactive frontend:** heavy use of NgRx, RxJS, and real-time data streams
- **Observability first:** OpenTelemetry instrumented end-to-end (frontend traces → backend → infrastructure)
- **Active modernisation:** ongoing migration from .NET Framework towards cross-platform .NET Standard — a good moment to join and shape the direction

What we expect from you...

As a Product Owner, you will provide clear, outcome-driven direction while owning and shaping the product backlog for the Analytics platform.

You act as the bridge between Product Management's strategic direction and engineering execution—ensuring that business goals are translated into actionable, high-quality deliverables.

You will work closely with Product Management (who owns the “what” and “why”) and lead the “how” and “when”, ensuring that teams deliver maximum value in a predictable and sustainable way.

A key part of your role will be ensuring clarity, alignment, and readiness—maintaining a backlog that meets Definition of Ready (DoR), includes clear acceptance criteria and non-functional requirements (NFRs), and reflects both customer and technical priorities.

Requirements

- Proven experience as a Product Owner in a SaaS or software environment
- Strong experience working with Agile/Scrum teams and backlog ownership

- Ability to translate product strategy into clear user stories and requirements
- Experience defining acceptance criteria and handling non-functional requirements (performance, scalability, security, etc.)
- Strong collaboration skills with Engineering, QA, Architecture, and Product Management
- Excellent communication skills with both technical and non-technical stakeholders

Nice to Have

- Experience in the telephony or UCaaS domain (e.g. SIP, CDRs, call queues)
- Familiarity with multi-tenant SaaS platforms
- Experience with analytics or reporting products
- Exposure to CI/CD, DevOps practices, and cloud environments

Personality & Mindset

- You take ownership of the product and its outcomes, not just backlog items
- You are structured and detail-oriented while maintaining a strong delivery focus
- You thrive in a cross-functional environment with multiple dependencies
- You proactively identify risks, dependencies, and improvement areas
- You balance long-term product vision with pragmatic delivery

What You'll Do

On a typical sprint and release cycle, you will:

- Own and prioritise the product backlog in alignment with Product Management
- Define clear user stories, acceptance criteria, and NFR expectations
- Ensure backlog items meet Definition of Ready (DoR) before development
- Work closely with engineering teams to clarify requirements and remove blockers
- Participate in sprint ceremonies (planning, review, retrospectives)
- Validate delivered features against acceptance criteria

You will also play a key role in broader product and release processes:

- Drive release readiness activities including GO/NO-GO decisions and CAB preparation
- Support Quarterly Agile Planning (QAP), contributing to engineering alignment and delivery planning
- Collaborate with QA to ensure quality standards and NFRs are consistently met
- Align with stakeholders to ensure transparency on progress, risks, and dependencies

What Success Looks Like

- Backlogs are clear, prioritised, and aligned with product strategy
- Teams deliver predictably with high quality
- Acceptance criteria and NFRs are consistently understood and met
- Releases are well-prepared and pass governance smoothly
- Risks and dependencies are identified and addressed early
- Strong alignment exists between Product, Engineering, and stakeholders

Your First Months

In your first months, you are expected to:

- Take full ownership of the product backlog(s)
- Establish strong alignment with Product Management on strategy and priorities
- Build an effective working cadence with engineering teams
- Define and document NFR expectations
- Successfully drive at least one release through GO/NO-GO governance
- Contribute to Quarterly Agile Planning sessions

Ways of Working

- Agile delivery (Scrum, quarterly planning cycles)
- Jira and Confluence for backlog and documentation
- Close collaboration across Product, Engineering, QA, and Operations
- Structured release governance (GO/NO-GO, CAB)

Work with a **talented and passionate team** of DevOps, Ops, and R&D professionals.

Gain exposure to **cutting-edge technologies** in cloud communications.

Enjoy a **flexible work environment** with opportunities for growth.

Be part of an **internationally diverse** company with a strong culture.

Competitive **salary and benefits** package.

<https://dstny.be/>