

Director Product Operations

August 2024

About BioIntelligence Technologies

WORK HARD. DREAM BIG.

Our Mission: Accelerate sustainable growth of the processing industry to give a better quality of life to everyone.

Our Vision: Create the most compelling platform company for the bioindustry by providing instant access to critical information and analytics so biotech companies can maximize their performances.

At BioIntelligence Technologies, we are pioneering the development of a new generation of intelligent instruments aimed at assisting companies in the processing industry in being more sustainable. The software and instruments we develop and deploy at our clients' sites empower them to monitor the evolution of their bioprocesses in real-time, and thus, eliminate product losses, reduce process variability, and enhance reproducibility and profitability.

Through our solutions, **our clients**, who produce large volumes of greener biochemicals such as biofuels, bio-pesticides, biofertilizers, biopolymers, and other sustainable products, **achieve significant reductions in water and energy consumption as well as CO₂ production**. We directly contribute to fighting the climate crisis and advancing the social effort for a greener industry and a cleaner, more renewable future.

BioIntelligence Technologies has recently completed a major round of funding that enable us to grow and expand in the North American and European markets. To achieve this, we're recruiting the best talent.

Why you should join us

- **Your Impact:**
 - The demonstrable positive impact of your work on the environment and the climate crisis motivates you.
- **The Compensation & Benefits Package:**
 - Competitive salary supported by the latest market data.
 - Possibilities to receive incentives from the Employee Stock Option Plan (ESOP).
 - Reimbursement of professional dues, if applicable.
 - Minimum 3 weeks of vacation for all, starting the 1st year.
 - 1 additional week of complete rest paid during the holiday season.
- **We Care:**
 - 6 days of paid sick leave (personal or next of kin) per year.
 - Comprehensive group insurance program including medical and dental coverage, access to telemedicine, employee assistance program and health and wellness account.
 - Highly flexible schedule because we all have a life outside work.
- **On-Site Perks:**
 - Parks and two magnificent lakes within walking distance for healthy breaks.
 - Incredible coffee and unlimited healthy snacks to excel on a full stomach.
 - Refreshing drinks on Friday afternoons to celebrate a productive week, discuss successes and ideas.
- **Inspiring Work Environment**, whether on-site or remotely:
 - Your choice of equipment and tools.
 - Career management plan.
 - Young team and growing company on a human scale.
 - High-performance, modern, and dynamic work environment: We love what we do, and we have fun doing it, while striving for world-class results.

Position Overview

As Director Product Operations, you will be responsible for leading and scaling the Instruments Production & Engineering team and the Software Development & Cybersecurity team within BioIntelligence, and for ensuring these two core teams have the capacity and capability to achieve the company's Product goals.

Responsibilities within the team

1. Product Operations:

- Manage the leaders of Instruments Production & Engineering team and Software Development & Cybersecurity team, ensuring the day-to-day operations related to Product Development, Improvement, and Manufacturing are met.
- Create and execute the strategies for the two teams aimed at ensuring operational excellence in support of the requirements of scale, meeting increased market demand without sacrificing financial stability.
- Establish relevant business KPIs (Release Dates/ Quality Metrics/ PDLC & SDLC metrics/ Production milestones/ etc.) for Product Operations teams and ensure KPIs are met and continually improved.
- Develop an understanding of customers' needs and ensure the organization leads with a "Customer First" mindset.
- Develop plans to address anticipated and unforeseen business challenges.

2. Management Collaboration:

- In collaboration with the CEO and the Commercial Operations teams, set priorities to drive and fulfill the product roadmap deliverables.
- Assist Clients Success team to improve understanding of customers' needs and for Client Support as needed.
- Act as an internal reference in fermentation process science and technologies – across the organization and as needed during the Sales process.
- In collaboration with the CEO, manage the budget for all Product Operations functions.
- Assist the CEO and Commercial teams in analyzing industry trends regarding customers' needs, product, and pricing strategies.

3. Team Oversight, Development and Continual Enhancement:

- Retain and scale a high-impact Product Operations organization.
- Establish clearly defined goals, objectives, responsibilities, competencies and development plans for each member on the team.
- Ensure team members are appropriately trained to manage day-to-day activities.
- Provide coaching and performance feedback through one-on-one meetings, staff meetings and other communication as appropriate.
- Continually monitor, evaluate, and improve all team processes and performance, identifying process bottlenecks, inconsistencies and opportunities, working closely with the CEO to drive process improvement.

Preferred profile

- **Experience:**
 - Trained or Experience in Fermentation or Bioprocesses.
 - Experience in managing an Operations unit that consistently meets milestones and production metrics.
 - Products Operations (including Development & Manufacturing)
 - Preferably with Hardware components
- **Skills:**
 - Knowledge of budgeting processes and performance reporting.
 - Superior problem-solving, organizational, decision-making, written, oral and interpersonal skills.
 - Analytical and solution-driven, growth-oriented mindset.
 - Lead with excellent communication and cross functional collaboration skills that translate across both internal and external stakeholders to ensure we deliver our goals.
 - Engineering degree (biotech, bioprocess, or biochemical) or Industrial biotechnology (university) preferred though not required if demonstrable experience in the field.
- **Other points:**
 - We look for a Swiss-knife, a Get-the-Stuff-Done Ninja.
 - Able to turn feedback into action.
 - Dually autonomous and collaborative.
 - Willing to do whatever is needed for the company to be successful – for example, this role will also serve to support clients for specific use-cases as needed.

Location:

This permanent full-time position could be based in Canada or USA, performed remotely, hybrid, or onsite at our Sherbrooke facility.

How to apply:

Write to me directly!

Rosy Trimboli, Director of Business Support

rtrimboli@biointelligence.com

Looking forward to meeting you!