

Job Description

Basic Job Information

Job Title	Technical Product Manager
Brand/Function	Information Technology
Department	IT Service and Operations
Job Grade	E
Location	Blakelands
Role Reports to	Head of IT Service and Operations
Direct Reports	0
Budget Accountability	Yes – Agreed annually with Director

Job Purpose

The Technical Operations Manager owns the lifecycle of all current components they are responsible for within the operational technology environment of Volkswagen Group UK. This includes ensuring that each component—from introduction to retirement—is managed strategically and efficiently, in alignment with business needs, technical standards, and compliance requirements.

The role holder will actively contribute to the development and execution of an infrastructure strategy that promotes standardisation, AG and cloud-first principles, and the reduction of local on-premises infrastructure. This includes leading the coordination and governance of external service providers to deliver lifecycle services, ensuring performance, compliance, and continuous improvement.

Key Areas of Responsibility

- Own and maintain a rolling 5-year Product Lifecycle Roadmap for the assigned infrastructure services, ensuring timely upgrades, decommissioning, and alignment with business and compliance requirements.
- Own the end-to-end lifecycle of VWG UK infrastructure and platform components, including onboarding, maintenance, upgrades, and decommissioning.
- Collaborate with the Architecture function to co-develop and implement an infrastructure strategy focused on standardisation, adoption of central services, cloud adoption, and reduction of local on-premises infrastructure.
- Travel regularly to Germany to align lifecycle and infrastructure strategies with Group-wide initiatives and stakeholders.
- Contribute to the development and enforcement of infrastructure standards and guidelines that support lifecycle governance and standardisation.
- Engage with Architecture team, Partner, and Service teams (internal and external) to define and prioritise infrastructure demand in support of the IT Strategic Portfolio and lifecycle planning.
- Communicate the Lifecycle Roadmap to relevant stakeholders to allow them to identify impact and plan mitigation actions
- Collaborate with the IT Portfolio team and other IT stakeholders to identify recurring lifecycle activities or projects, standardise them, and plan, organise, and manage their

delivery based on (managed) service contracts, with the aim of gradually reducing the need to deliver lifecycle activities through IT projects

- Govern and measure supplier performance across all infrastructure services, ensuring contracts, SLAs, KPIs, and budgets are aligned with IT and business needs.
- Own & review key technical processes which include Capacity Management, Back Up, Monitoring, and Patch Management, ensuring that they are suitable and effective.
- Maintain and regularly update the operational risk log, ensuring risks are linked to lifecycle stages and mitigation plans are addressed
- Proactively identify and document weaknesses in the operational technology environment, and translate findings into lifecycle improvement initiatives in collaboration with suppliers.
- Investigate systemic problems in infrastructure and services, and initiate lifecycle-based remediation plans in coordination with suppliers.
- Validate Root Cause Analysis from suppliers, translate findings into actionable improvements, and sponsor related project work.
- Participate in change control and architecture governance processes, with authority to guide, approve, or veto changes based on lifecycle impact and infrastructure strategy.
- Oversee and take ownership of the delivery and validation of agreed technology improvements, ensuring they are aligned with the infrastructure roadmap and lifecycle governance.
- Engage with Portfolio teams to ensure business change initiatives are supported by infrastructure lifecycle planning
- Collaborate with external partners to diagnose operational issues and validate proposed technical solutions, ensuring alignment with lifecycle and standardisation principles.
- Ensure compliance with relevant information security legislation throughout the lifecycle of infrastructure components.
- Interpret and apply technology security and assurance policies to infrastructure lifecycle decisions and managed service operations.
- Provide advice and guidance on architecture of existing technology services and strategies.
- Contribute to technical forums to represent lifecycle ownership and promote infrastructure simplification and managed service alignment.
- Support the Architecture team
- Support Volkswagen Group UK during audits by providing lifecycle documentation, risk logs, and service provider compliance evidence.

Compliance Responsibility

When applicable use this section to detail specific compliance responsibilities such as:

- What KRLS are relevant to the role?
- What regulatory responsibilities does the role need to uphold on behalf of the company?
- Statutory requirements of the role.

Working Relationships

- Architect functions (local, AG and partners)
- IT Security
- IT Delivery
- Service Delivery Leads
- K-DB
- Business Partner Managers

Skills

- Strong technology skills across a broad range of topics.
- Proficient in infrastructure technologies including VMware, SAN, NAS and Microsoft Exchange.
- Deep understanding of managing on-premises infrastructure (e.g. servers, storage, networking) and integrating it with cloud platforms in a hybrid model.
- Ability to collaborate with global IT teams, local business units, and external partners to align infrastructure services with business priorities.
- Strong understanding of Risk Management principles.
- Ability to translate technology matters into business operations terms.
- Strong strategic understanding but able to act pragmatically and with pace.
- Deep understanding of technology operations process and challenges.
- Proficient in Configuration Management, infrastructure operations, network infrastructure and Enterprise Operating Systems (Microsoft Windows, RHEL).

Experience

- Experience in architectural or technology design and support roles.
- Experience in driving or contributing to technology projects.
- Experience managing third-party service providers, including contract negotiation, SLA/KPI tracking, and performance reviews.
- Familiarity with ITIL processes such as Incident, Problem, Change, and Configuration Management, ideally in a global or federated IT environment.
- Proficiency with infrastructure monitoring, automation, and orchestration tools to ensure operational efficiency and resilience.
- Demonstrable experience in driving continuous improvement plans to deliver service improvements and drive customer value

Qualifications

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Career Pathways

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Version Control

Date	Version No.	Reviewed by	Comments/Action
October 2025	1	I Lange	
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