



Tribe Lead (f/m/d) - Core Products & Fiber

Vienna | asap | Fulltime | unlimited

We are Magenta

Magenta Telekom is a leading provider of internet, mobile communications, entertainment and business solutions in Austria. The company counts around 2,200 employees and is part of the Deutsche Telekom Group.

Core Products & Fiber Tribe

The Core Products & Fiber Tribe owns the vision, strategy, and delivery of the core product portfolio aligned with the company strategy and market needs. The end-to-end ownership of core products roadmap includes development and maintenance of the products related to mobile and fixed connectivity, using different technologies, platforms, and customer premises equipment. The product innovation and design shall ensure strong customer satisfaction, growth, and profitability. The products design focuses on developing superior customer experience to ensure a smooth and reliable experience throughout the customer lifetime, including the activation, usage, care, changes, and termination customer journeys. One of the key priorities is to standardize the fiber experience by ensuring a stable product and enabling a seamless onboarding and support journey for fiber customers.

- Create product roadmap, and design, develop and maintain of the core products to provide superior customer experience during the product lifecycle
- Set, track, and analyze Tribe KPIs, like product revenue per customer, churn, customer satisfaction with the product (NPS), activation, usage rates and time-to-market
- Drive end-to-end process improvements across all necessary BSS/OSS systems and channels (online, retail, support) with digital-first as a north star for the processes and journeys design
- Oversee the Tribe backlog related to customer journeys, channels, products, services, and systems to ensure both operational stability and continuous enhancement, with a strong emphasis on automated, seamless digital experiences

- and end-to-end broadband reliability
 - Optimize product economics (pricing, cost-to-serve, technology mix)
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- Lead and develop selected Chapter Leads, focusing on people management, collaboration, and continuous improvement initiatives to support a culture of proactive service, customer-centric design, and technical excellence
 - Drive the performance, engagement, and culture of the Core Products & Fiber Tribe by ensuring accountability for overall success and fostering a strong team environment, with a clear focus on delivering superior product experiences and a unified broadband experience
 - Represent the tribe in leadership meetings and strategic planning sessions, and prepares business cases and product pitches within the agile framework
 - Define and manage Tribe purpose, objectives, budget, and structure to align with business goals and optimize resources

At Magenta, we believe in diverse employees and live equal opportunities. We welcome all applications regardless of cultural and social background, age, gender, nationality, religion, disability or sexual orientation. Magenta connects all people.



„Kunde ist König“
ist unser
Versprechen.



Wir wollen
gemeinsam
gewinnen.



Du kannst
dich auf mich
verlassen.



Wir dürfen das
und machen's
einfach.



Kein Bullshit Bingo -
wir sagen was
Sache ist.



Wir nehmen's
mit
Humor.

I ♥ Magenta

That sounds good to you?
THEN WE MIGHT BE THE RIGHT ONES FOR YOU.



Employee assistance
services



Learning offers



Homeoffice



Company pension plan



Flexible working hours



Canteen on site



Childcare



Benefits

We are Magenta, you too?



Andre Pulec

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We will still talk about that later, but you should know: depending on your qualifications, your experience and your commitment we offer an attractive, market compliant salary of at least EUR 80.000 per year.

You want to find out more about us? Get a glimpse of our **Magenta World**.

Apply now!