

TECHNICAL PRODUCT MANAGER - CAREER PLATFORM

Position Type: Permanent, Full-Time

Location: Hybrid Work Arrangements (2 days/week in Toronto office)

Compensation: \$90,000 annually, plus employer paid benefits package

ABOUT TRIEC

The Toronto Region Immigrant Employment Council (TRIEC) champions the talent and experience that immigrants bring to the Greater Toronto Area. Our solutions support organizations to become more culturally inclusive, help newcomers expand their professional networks and understand the local labour market. We collaborate with leaders and organizations to build a GTA where immigrant professionals can contribute to their fullest potential.

ABOUT THE PROJECT

TRIEC is building a comprehensive mobile-first digital career platform to transform how skilled newcomers access high-demand careers in Canada. This AI-powered application will integrate personalized skills assessment, personalized learning with certification, mentorship matching, employer connections, and location-based event notifications into a unified mobile experience. Serving 10,000+ users across the Greater Toronto Area with plans for national expansion, this platform will bridge critical gaps in employment access for newcomers.

ROLE SUMMARY

We're seeking an experienced **Technical Product Manager with proven mobile application development expertise** to lead the architecture. This role combines product ownership with project execution, ideal for someone who has led complex mobile apps from concept to launch and can make smart build vs. buy decisions within budget.

This role reports to the VP (interim) and collaborates with Manager, Digital Transformation & Campaigns and Manager, Digital Strategy & Data Systems.

KEY RESPONSIBILITIES

Mobile Application Development & Architecture

- Define and execute mobile-first platform strategy: responsive web → PWA → native apps (iOS/Android)
- Design architecture for unified mobile app integrating white-labeled partner instances and custom TRIEC products
- Oversee development of core mobile features e.g.:
 - Push notification infrastructure (job matches, mentor connections, location-based events)
 - Document upload/photo capture for credential verification
 - Learning module delivery with completion tracking, badge generation, and social sharing
 - Location-based event discovery
- Ensure cross-platform consistency and performance optimization
- Lead UI/UX direction based on user journey mapping, platform integrations, and accessibility needs

Technical Vendor Management

- Evaluate and select mobile development agency/team (native + PWA expertise)
- Negotiate white-label agreements and technical integration requirements with existing and other platform partners
- Source specialists for: backend/API development, learning management system, badge/certificate generation, analytics implementation
- Coordinate between multiple technical vendors to ensure seamless integration
- Manage relationships with hosting providers, app store management, and third-party APIs

Integration & API Strategy

- Define integration architecture for embedding partner platforms within unified mobile experience
- Oversee API development and third-party API integration (LinkedIn, social sharing, payment gateways if applicable)
- Establish single sign-on (SSO) and unified user profile across integrated platforms
- Create technical documentation for data flows, authentication, and inter-platform communication
- Collaborate with Data & Analytics leads to define data requirements and instrumentation strategy for tracking user progression through user journey stages.
- Plan and implement data collection pipelines for usage analytics, reporting, and outcome tracking

- Define and maintain platform-wide data model across user profiles, content progress, and engagement
- Ensure data privacy and security compliance across all integrations

Project Delivery & Budget Management

- Develop comprehensive project roadmap balancing MVP features against the project budget
- Make strategic build vs. buy decisions to maximize value within budget constraints
- Prioritize feature development: core functionality → enhanced features → future scalability
- Manage project timeline across 5 major milestones (Discovery → Vendor Selection → Design/Content → MVP Build → Launch)
- Identify and mitigate technical and financial risks
- Implement mobile analytics and crash reporting systems
- Plan for ongoing maintenance and feature rollout post-launch

Stakeholder Coordination

- Report to CEO and VP on technical progress, architectural decisions, and budget status
- Collaborate with TRIEC technology team and cross-departmental stakeholders
- Coordinate user testing with diverse user groups for iterative improvements

REQUIRED QUALIFICATIONS & EXPERIENCE

Mobile Application Experience (*Critical*)

- **7+ years managing mobile application projects** with at least 2 projects delivered to iOS App Store and Google Play Store
- Proven experience with **both native mobile development** (iOS/Android) **and progressive web apps (PWA)**
- Strong understanding of modern mobile frameworks and architecture (e.g., React Native, Flutter, Swift/SwiftUI, Kotlin) — capable of assessing vendor proposals and technical designs
- Experience managing **mobile app integrations** with third-party platforms and APIs
- Track record delivering mobile apps with complex features: push notifications, document upload, location services, social sharing, offline capabilities

- Demonstrated experience translating the product expected outcome and user journey into a UI/UX brief.

Technical Platform Integration

- Experience integrating white-labeled or third-party SaaS platforms into unified application
- Strong understanding of API-first architecture, webhooks, and SDK integration
- Knowledge of authentication systems (OAuth, SSO, biometric authentication)
- Strong understanding of data modeling, entity relationships, and platform-wide data architecture
- Familiarity with learning management systems (LMS), badge/certification platforms, or HR tech integrations (strong asset)
- Experience with AI/ML-powered features or matching algorithms (asset)

Project & Vendor Management

- Proven ability to evaluate and select technology vendors within budget constraints
- Experience managing multiple technical vendors simultaneously on integrated projects
- Strong negotiation skills for white-label licensing and technical agreements
- Excellent budget management and cost forecasting abilities
- Track record of making pragmatic build vs. buy decisions

Technical Documentation & Communication

- Ability to write technical requirements documents, API specifications, and integration plans
- Experience creating information architecture and user flow documentation
- Can translate between technical and non-technical stakeholders
- Strong presentation skills for executive and community audiences

Domain Knowledge (*Advantageous*)

- Understanding of accessibility standards (WCAG) and inclusive design
- Knowledge of data privacy regulations (PIPEDA, GDPR) and security best practices
- Understanding of HR tech, career platforms, or skills assessment tools

APPLICATIONS

Qualified applicants are invited to submit your resume and cover letter in a single PDF format to hr@triec.ca, addressing:

1. **Mobile project experience:** Describe a complex mobile application you managed from concept to app store launch, including:
 - o Platform(s) delivered (iOS/Android/PWA)
 - o Key technical challenges and how you solved them
 - o Budget and timeline management
2. **Integration complexity:** Share an example of integrating multiple third-party platforms or white-labeled services into a unified application
3. **Strategic decision-making:** Explain a situation where you made a critical build vs. buy decision and the reasoning behind it
4. **Why TRIEC:** What draws you to this mission and this technical challenge?

Subject line: FirstName LastName_Technical Product Manager

DEADLINE

Applications must be submitted by email by Sunday, November 16th, 2025.

Note: Only those applicants selected for an interview will be contacted.

TRIEC is an equal opportunity employer, we welcome applications from persons legally entitled to work in Canada, who represent the diversity of our nation, and whose qualifications meet the skills and experiences we seek. While we thank all applicants for their interest, only those identified for further consideration will be contacted.

For more information on TRIEC, please visit www.triec.ca and www.mentoringpartnership.ca