



Product Manager – Critical Power

About us

Centiel SA is a Switzerland-based technology company that develops, manufactures and supplies power protection solutions for critical infrastructure.

Our product portfolio includes high-efficiency uninterruptible power supply systems designed to support operational continuity, reliability and energy efficiency.

Centiel builds on strong engineering expertise in transformerless and modular UPS technologies and operates through an international network of subsidiaries and channel partners, serving customers in over 60 markets worldwide.

Centiel is listed on the SIX Swiss Exchange under the ticker CNTL.

For further information, please visit: www.centiel.com

Who we are looking for

To support our growth and strengthen our product management capabilities, we are looking for a motivated and structured **Product Manager – Critical Power**.

The person will be responsible for supporting the management, positioning and development of the assigned product portfolio, acting as a key reference point between Sales, Marketing, R&D, factory teams, subsidiaries and partners.

The role requires strong technical understanding, commercial awareness, good communication skills and the ability to translate product features into clear customer value.

Workplace: Cadro, Lugano, Switzerland, with occasional travel

Reporting to: Global Sales Director

Contract: Permanent full-time contract, 100%

Role purpose

The purpose of this role is to support the successful management and commercial development of Centiel's critical power product portfolio.

The Product Manager ensures that product information, technical-commercial documentation, market feedback, sales tools and product positioning are accurate, up to date and aligned with business needs.

By working closely with Sales, Marketing, R&D, factory teams, subsidiaries and partners, the role contributes to product competitiveness, customer satisfaction and the continued growth of Centiel's business worldwide.

Scope of the role

This position is accountable for:

- Being the expert in our product portfolio and the go-to person when technical questions arise.
- Managing the product lifecycle and continuously improving product-related technical documentation and content.
- Providing technical support to Sales and Marketing in product presentations, tenders, customer-facing activities and commercial tools.
- Monitoring product performance, market sentiment, competitor trends and technical developments to identify opportunities and improvement areas.
- Acting as a connection point between Sales, Marketing, factory, R&D, subsidiaries and partners on product-related topics.
- Supporting product-related commercial initiatives and selected projects requiring structured technical coordination and follow-up.

Responsibilities

Product documentation and technical content

- Keep product-related documentation up to date, including technical datasheets, manuals, product presentations and translated materials.
- Ensure technical accuracy, clarity and consistency of product information shared internally and externally.
- Support the Marketing department with relevant technical input for brochures, advertisements, website content and other communication materials.
- Contribute to the creation and continuous improvement of technical-commercial tools, including price lists and support materials for the Sales team.
- Structure and maintain product-related knowledge in a clear and user-friendly way for internal and external stakeholders.

Technical sales support

- Support the Sales team with product knowledge, technical explanations and customer-oriented materials during commercial activities and business opportunities.
- Assist in the preparation of technical presentations, tender documents, product introductions and related commercial documentation.
- Participate in customer visits, partner meetings, trainings and trade shows to provide technical-commercial support.
- Deliver technical product training to partners, customers and internal teams when required.
- Act as a reliable point of contact for product-related questions coming from the Sales organization and external partners.

Market feedback and product positioning

- Follow market trends, technical developments, competitor activity, and product feedback from the field.
- Collect, organize, and share market sentiment and channel feedback related to assigned products.
- Identify technical advantages, commercial opportunities, and possible improvement areas in cooperation with the relevant internal departments.
- Support product positioning by translating technical features into clear customer value and business relevance.

Cross-functional coordination and project follow-up

- Act as a key link between Sales, Marketing, factory, R&D, subsidiaries, and partners on product-related matters.
- Ensure clear communication and alignment across teams involved in product support and commercial activities.
- Support selected initiatives through coordination, escalation, and practical problem-solving to enhance efficiency and customer satisfaction.

Candidate profile

Qualifications, skills and experience

- Degree or technical qualification in electrical or electronics engineering.
- Previous experience in product management, technical product support, application engineering, sales engineering, or technical sales support within a technical or engineering environment.
- Strong ability to understand technical products and communicate their value clearly to different stakeholders.
- Experience in preparing technical documentation, presentations, and customer-facing materials.
- Customer-oriented, proactive, and solution-driven mindset.
- Strong organizational skills and attention to detail is a must.
- Excellent communication skills, both written and verbal.
- Proficiency with MS Office tools.
- Technical background or experience in the UPS, critical power, power protection, power electronics, or datacenter industry is a strong plus.
- Strong English language skills; additional European languages such as German, French, Italian, or Spanish are an asset.
- Willingness to travel occasionally for customer visits, meetings, trainings, and events.

Company values & behavioural competencies

At Centiel, our values guide both our decisions and our daily behaviour.

They define who we are and how we act, shaping the way we work together, serve our customers and drive innovation.

- Safety, integrity, respect, teamwork – act with honesty and care for people and the environment.
- Own it – act with urgency – take responsibility, make things happen, and deliver with commitment.
- Foster a customer-first mindset – listen, anticipate needs, and create lasting value through service excellence.
- Lead by example – drive continuous improvement – challenge the status quo and share knowledge to grow together.
- Think big and execute – combine ambition and discipline to turn ideas into tangible results.

Every Centiel employee is expected to embody these values through proactive problem-solving, transparent collaboration, and a continuous desire to learn, improve, and contribute positively to our culture and brand.

Expected results in the first 6–12 months

- Take ownership of the main product-related documentation and ensure it is accurate, updated, and aligned across departments.
- Become a trusted internal reference point for product-related technical support toward Sales and Marketing.
- Establish effective communication routines with Sales, Marketing, R&D, factory, subsidiaries, and external partners.
- Contribute to improving the quality, consistency, and usability of product-related technical-commercial materials.
- Deliver product training for the Sales and After sales departments.

Contract details

- Permanent full-time contract (100%).
- Starting date: TBD.

What we offer

- Fair salary in line with the responsibilities of the role
- Attention to personal needs in relation to professional activity.
- Autonomy in carrying out tasks.
- Stimulating, open, and inclusive work environment
- Workplace conveniently located near public transport, with covered parking, showers and changing rooms, and close to natural trails that make it easy to combine work with sports activities.

How to apply

If you identify with this role and are interested in joining us, please send your application, indicating " **Product Manager - Critical Power**" in the subject line, and include your CV and relevant certificates to:

hr@hq.centiel.com.