

Job Description

Product Manager – Digital Identity & AI Solutions

Location: Nairobi

Role Summary

The Product Manager – Digital Identity & AI Solutions owns and manages product modules related to Banking, eKYC, Biometrics, Digital Onboarding, Fraud Prevention, and AI-driven verification platforms. The role requires a strong balance between business understanding, regulatory awareness, technical depth, and execution discipline, working closely with engineering, data/AI teams, compliance stakeholders, and customer-facing teams to deliver secure, scalable, and compliant solutions.

This role is ideal for a Product Manager with 3–4 years of experience who has worked on enterprise, fintech, or identity-related platforms and is ready to take ownership of high-impact product areas.

Role Accountability

- Own assigned Digital Identity / AI product modules end-to-end
- Translate business and regulatory needs into clear product requirements.
- Maintain and prioritize product backlog aligned to roadmap and compliance deadlines
- Act as the primary product interface between Engineering, Compliance, and Customers
- Ensure high-quality, timely delivery of product features

Core Traits & Behaviors

- Strong ownership mindset with accountability for outcomes
- Structured and disciplined execution style
- Customer- and compliance-first thinking
- Comfortable working with ambiguity in regulated environments
- Collaborative, transparent, and data-driven decision maker

Key Responsibilities

Product Ownership & Strategy

- Own eKYC, biometric, onboarding, fraud, and AI verification modules
- Contribute to product roadmaps aligned to banking and regulatory needs
- Define KPIs such as onboarding TAT, fraud reduction, match accuracy

Requirements & Compliance

- Gather requirements from Banks, Regulators, Compliance, Sales, and Delivery teams
- Ensure alignment with AML, KYC, CDD, and data protection regulations
- Prepare PRDs, user stories, workflows, and acceptance criteria

AI, Biometrics & Technology

- Define functional expectations for OCR, biometrics, liveness, and AI risk scoring
- Collaborate with AI/ML teams on accuracy benchmarks and performance metrics

Agile Delivery

- Participate in sprint planning, backlog grooming, and reviews
- Support QA/UAT with requirement validation and defect triage

Stakeholder Engagement

- Support customer workshops, demos, and go-live readiness
- Work with Customer Success on production feedback and enhancements

Experience & Skills

- 3–4 years of Product Management / Business Analysis experience
- Strong understanding of eKYC, Biometrics, AML, and compliance workflows
- Working knowledge of APIs, integrations, and SaaS platforms
- Experience working with Agile delivery teams
- Familiarity with wireframing or prototyping tools (Figma, Balsamiq, etc.) is a plus.
- Experience using analytics tools or dashboards is desirable.
- Prior experience supporting product launches or major releases.
- Prior exposure to SaaS, enterprise platforms, fintech, digital identity, or B2B products is a strong advantage.