

Opportunity for a Product Owner Registration Services

Join the dynamic and multicultural team behind one of the world's largest country-code top-level domains: .eu, also available in Cyrillic as .eю and in Greek as .ευ. EURid is a human-sized, technology-driven, not-for-profit organisation responsible for managing, operating and promoting the .eu top-level domain in the public interest. We provide secure, resilient and accessible registration services to millions of users across Europe through a network of accredited registrars.

EURid is modernising its core registration platform and shaping the next generation of services supporting the registration and management of .eu domain names. We are therefore looking for a Product Owner, Registration Services to define and drive the vision, roadmap and priorities for these mission-critical activities, including core registration platform, EPP, registration APIs, domain name lifecycle capabilities, registry-to-registrar integrations, technical service reporting, data analytics capabilities, and platform modernisation.

Role description

Based in our Diegem office in Belgium and working within the Technology Department, you will operate at the intersection of Business Operations, Architecture and Service Design, Engineering, Service Delivery, Compliance and Security. You will translate strategic, operational, regulatory and stakeholder needs and opportunities into clear product direction and deliverable priorities, while balancing immediate service improvements with long-term modernisation, resilience, security and technological sovereignty.

Key responsibilities

- Define and maintain the product vision, strategy and roadmap for the Registration Services product areas assigned to the role, including the core registration platform, EPP, registration APIs, RDAP, and domain-name lifecycle and data analytics capabilities.
- Contribute to the development of EURid's enterprise data and analytics capabilities and, where formally assigned, assume product ownership of the corresponding platform or product areas.
- Translate EURid's commercial and technical strategies, Business Owner expectations, registrar needs, operational priorities, regulatory obligations and relevant technology developments into clear product outcomes and roadmap priorities for those assigned product areas.
- Own, structure and prioritize the backlog for the assigned Registration Services product areas, making transparent trade-offs between business value, urgency, risk, delivery capacity, dependencies and long-term sustainability.
- Work closely with Business Operations, Architecture and Service Design, Engineering, Service Delivery, Compliance and Security to ensure that product requirements are understood, feasible and aligned across the organization.
- Work closely with the relevant Business Owners to align product direction, priorities and requirements, and to identify and manage dependencies where Registration Services interact with or affect other products; services and operational processes.
- Agree product-area boundaries, ownership and decision rights with the relevant stakeholders before work begins on capabilities that span several products or organisational areas.
- Provide clear product direction to Business Analysts and review and validate functional requirements, user stories and acceptance criteria from a product and service perspective.

- Remain actively involved throughout the delivery lifecycle to clarify requirements, resolve functional questions, support timely decisions and confirm that delivered capabilities meet their intended outcomes, and take responsibility for functional acceptance and contribute to release-readiness and go/no-go decisions from a product perspective.
- Balance immediate service improvements and operational needs with platform modernization, lifecycle management, technical sustainability, resilience, security and technological sovereignty.
- Define and use relevant product and service indicators to assess adoption, usability, service quality and stakeholder outcomes, and translate the findings into roadmap and backlog improvements.
- Ensure that products and services comply with applicable regulatory, security, privacy, and governance requirements, including GDPR, NIS2, AI regulations, and internal policies and compliance frameworks.
- Monitor developments within ICANN, IETF, CENTR and the wider domain-name ecosystem, assess their implications for EURid and translate relevant changes into product, capability or modernization proposals.
- Represent EURid's Registration Services in relevant industry discussions, working groups and stakeholder engagements within the mandate agreed with the Technical Manager and in coordination with Business Operations and other internal stakeholders responsible for the relevant external relationships.

What we are looking for

Experience and background

- A university degree in computer science, engineering, business, information systems or a related field, or equivalent professional experience.
- At least seven years of relevant professional experience in technology-driven products or services, including substantial experience as a Product Owner, Product Manager or in a comparable product-leadership role.
- Demonstrated experience defining product vision and roadmaps, managing complex backlogs and making prioritization decisions across competing business, operational and technical needs.
- Experience working with multidisciplinary teams involving business stakeholders, architects, analysts, engineers, security specialists and service-delivery functions.
- Experience with regulated, transaction-intensive or mission-critical services is a strong advantage.

Domain and technical knowledge

- A good understanding of the domain-name ecosystem and the Registry-Registrar-Registrant model is highly desirable.
- Familiarity with domain-name lifecycle processes, EPP, APIs, WHOIS or RDAP, DNS provisioning and registrar-registry interactions is a strong asset.
- Strong knowledge of product-management and Business Analysis practices, including requirements elicitation, stakeholder management, requirement management, process modelling, user journeys, backlog management, user stories and acceptance criteria.

- Experience with recognised frameworks and modelling notations such as BABOK, BPMN, UML or ArchiMate is a strong asset.
- Technical literacy to understand system architecture, integration, data flows, availability, scalability, resilience, security, maintainability and the lifecycle implications of technology choices.
- Knowledge of enterprise data architectures, including data lakes, data warehouses, data integration, data governance, reporting and analytics platforms.
- Very good understanding of the software delivery lifecycle and agile product delivery, from discovery and requirements definition through design, development, testing, release, operation and continuous improvement, with practical experience in backlog management, release planning and cross-functional collaboration.
- Awareness of relevant regulatory and compliance requirements, such as NIS2 and GDPR.
- Experience from telecommunications or another regulated service industry involving provisioning platforms, external partner ecosystems, API integrations, complex service lifecycles or legacy modernization provide a relevant background.

Personal competencies

- Strategic product thinking combined with a pragmatic and delivery-oriented mindset.
- Strong analytical judgement and the ability to make transparent trade-offs and informed decisions under uncertainty.
- Excellent stakeholder-management, facilitation, negotiation and influencing skills.
- Ability to communicate complex subjects clearly to technical, business, management and external audiences.
- Ability to build trusted relationships with business and technical teams to align stakeholders without relying on formal authority.
- Curiosity about emerging technologies, standards and industry developments, combined with the judgement to distinguish meaningful opportunities from short-lived trends.
- Excellent written and spoken English; knowledge of other European languages is an asset.

What we offer

EURid is committed to providing a dynamic and flexible work environment that promotes a healthy work-life balance for its diverse workforce, including hybrid work, competitive compensation packages, and extended learning programs. Additional benefits to our compensation package include a personal company car, meal vouchers, a comprehensive group and health insurance plan, and extra holidays.

EURid is the perfect place for you to grow both personally and professionally. So don't miss this exciting opportunity to join the friendly team behind the .eu / .eo / .eu top-level domains! Send your details, or contact us, via [jobs\[at\]eurid\[dot\]eu](mailto:jobs[at]eurid[dot]eu) and take your career to the next level.