



Product Manager, Platform

WellBeam

Team	Product
Level	PM
Location	Remote Onshore, US hours
Start	Immediate

About the role

WellBeam connects health systems and home health agencies, and we are expanding rapidly into new products and markets. As the company scales, we need to strengthen the shared platform capabilities that allow our products to operate reliably across a growing number of health systems, customers, and workflows.

As Product Manager, Platform, you will own the roadmap and day-to-day execution for platform scalability and the foundational capabilities that support it. You will work closely with Engineering and cross-functional partners to identify platform constraints, define requirements, make product and architecture trade-offs, and drive initiatives through delivery.

The role will initially focus on scalability, reliability, and shared platform services, including identity and access, notifications, reporting, audit logging, APIs, and existing integrations. As capacity permits, the scope may expand to platform-oriented work within the core product experience, for example, helping drive the underlying refactoring needed for a customer-facing feature to operate reliably at scale.

This is a high-ownership, high-visibility opportunity to shape how WellBeam's platform evolves as the company enters new markets and supports increasingly complex customer needs.

What you'll own

Platform scalability and reliability: Partner with Engineering to identify scaling constraints and improve the performance, reliability, maintainability, and observability of the platform.

Shared platform services: Drive initiatives across identity and access, including users, roles and permissions, and authentication; notification infrastructure, including in-platform

messaging and customer-specific maintenance banners or modals; reporting, audit logging, and APIs or SDKs.

Existing integrations: Maintain and strengthen existing EMR integrations, keeping current connections healthy and scalable.

Platform-oriented core product work: As bandwidth permits, support initiatives where underlying platform or architectural improvements are needed to help customer-facing capabilities operate reliably at scale.

Delivery and execution: Lead sprint planning and management, maintain a healthy and prioritized backlog, and establish a predictable delivery cadence. Coordinate QA and release readiness across lower environments and production verification, and help define issue and escalation workflows by severity.

Cross-functional leadership: Drive initiatives to closure across Product, Engineering, Customer Success, and other partners, ensuring that ownership, decisions, dependencies, and next steps remain clear.

Instrumentation and documentation: Own product analytics across tools such as Mixpanel and Metabase, including accurate instrumentation and trustworthy dashboards for Product and Customer Success. Maintain platform and product documentation in Confluence or Google Drive as a reliable source of truth for Customer Success, Sales, and Implementation.

Client-facing support: Participate in client and scoping conversations during US hours when needed, supporting discovery and requirements gathering for platform-related initiatives.

What we're looking for

Must-have

- 5+ years of experience in product management, product operations, or technical program management, ideally in B2B SaaS or platform products.
- Proven execution and ownership, with a track record of driving complex, cross-functional initiatives to closure in a fast-moving environment.
- Technical fluency and the ability to partner credibly with Engineering on topics such as scalability, notifications, APIs, access control, reliability, and system trade-offs. No coding is required.
- Experience translating product and customer needs into clear platform requirements, priorities, and execution plans.
- Hands-on experience with analytics tools such as Mixpanel, Metabase, or equivalent, as well as delivery and documentation tools such as Jira, Confluence, and Airtable.

- Clear, concise communication and the ability to maintain alignment across Product, Engineering, and Customer Success.

Good-to-have

- Healthcare or health-tech experience, including familiarity with US healthcare workflows.
- Exposure to EMR integrations and technologies such as Epic, HCHB, or FHIR.
- Experience participating in client scoping or discovery conversations.
- Familiarity with observability or application performance monitoring tools such as Datadog or AWS services, along with an understanding of reliability practices.
- Experience defining product metrics and instrumentation, rather than only consuming existing dashboards.

What success looks like

30 days: You are ramped on the platform, release process, analytics stack, and current scalability priorities. You are independently managing the team's sprint cadence and maintaining a clear, prioritized backlog.

60 days: You are driving defined platform and scalability initiatives with limited oversight. Analytics and documentation are current and trusted, and QA and release coordination have clear ownership.

90 days and beyond: You are trusted to drive cross-team platform initiatives to closure, platform services have clear ownership and an actionable roadmap, and the organization has greater clarity on the investments required to support WellBeam's continued scale.

Salary:

\$125,000–\$160,000 base salary, depending on experience, qualifications, and location