



"OS for Higher Education Institutions"

Digii (formerly CollPoll) is a pioneering enterprise SaaS company headquartered in Bangalore. **Digiicampus**, its core platform, is redefining the landscape of higher education by spearheading the digitization of administration, academic activities, and the overall campus experience.

With a mission to liberate educational institutions from the constraints of pen-and-paper methodologies and outdated ERPs, Digii is committed to ushering in a new era of seamless digital transformation. Digiicampus, trusted by over 300,000 students across 150+ top-tier higher education institutions, is designed to enhance campus experiences, elevate learning outcomes, and drive student success.

Backed by marquee institutional investors, angel investors, and advisors, Digii is at the forefront of innovation in the education technology sector. Recognizing the transformative power of technology in various aspects of daily life, from booking taxis to shopping, Digii is dedicated to breaking barriers in the education sector and making a lasting impact.

We are an enterprise SaaS company that has successfully navigated the 0-1 journey and are now primed for the 10-100 expansion over the next 24 months. As we gear up for hyper growth, it is crucial for us to establish clear goals, implement metrics to track progress, and adeptly manage business dynamics to achieve these objectives. We aim for growth that is not only rapid but also efficient and sustainable.

Designation: Program Manager

About the Role

As the Program Manager for Digiicampus, you will be the connective tissue of our projects across multiple modules — owning delivery end-to-end, bridging customer insights with engineering execution, and ensuring every feature we ship actually gets adopted and loved. You will work at the intersection of Customer Success, Product, and Development, serving as the primary coordinator who transforms institutional requirements into shipped, working software.

This is a full-time, high-ownership role. You will collaborate closely with the Customer Success SPOC, development team, and marketing to deliver a product that serves all four stakeholder groups: **Parents, Students, Teachers, and Administrators**. Success means every module gets used, every stakeholder is satisfied, and NPS is high.

Roles & Responsibilities

Requirements Gathering & Discovery

- Own the end-to-end requirements gathering process by working closely with the Customer Success SPOC to understand institution-specific needs, workflows, and pain points across all four stakeholder groups.
- Translate customer conversations and feedback into structured, unambiguous Product Requirement Documents (PRDs) that the development team can act on immediately.
- Prioritize incoming requirements based on customer impact, feasibility, and business goals — maintaining a clear and updated backlog at all times.

Coordination & Delivery Management

- Serve as the primary bridge between the Customer Success team and the development team — ensuring requirements are communicated clearly, dependencies are tracked, and delivery timelines are met.
- Proactively identify risks, blockers, and scope changes, and resolve them before they cascade into delays.
- Manage task tracking and sprint progress visibility using project management tools (ClickUp / JIRA), ensuring all stakeholders are always informed.

Release Management & Communication

- Author detailed, customer-friendly Release Notes for every feature or update shipped, ensuring accuracy and clarity for institutional stakeholders.
- Coordinate with the Marketing team for timely announcements and roll-out communications that help educational institution customers understand, adopt, and get value from new features.

Feature Adoption & Product Health

- Monitor which modules and features are actively being used by the educational institutions, and proactively investigate gaps — understanding why certain features aren't being adopted and bringing these insights back to the product and CS teams.
- Define and track success metrics including NPS, module adoption rates, and support ticket trends to continuously measure customer satisfaction and product health.

Requirements

Must Haves

- 3–6 years of experience in a Program Manager, Product Manager, or Business Analyst role, preferably in a SaaS or technology product environment.
- Demonstrated ability to write clear, structured PRDs or functional specifications independently, without requiring heavy guidance.
- Strong coordination and communication skills — able to manage multiple stakeholders (customers, developers, marketing) with clarity and without dropping the ball.
- Familiarity with project management tools such as JIRA, ClickUp, Asana, or equivalent.
- A structured, process-oriented mindset with a strong bias for timely delivery and follow-through.

Good to Have

- Prior experience in EdTech or working with educational institution customers.
- Exposure to Figma or ability to read and interpret design wireframes.
- Experience crafting release notes or customer-facing product communications.
- Understanding of feature adoption tracking and basic product analytics concepts.
- Genuine interest in education and the impact technology can have on learning outcomes and institute operations.

Digii's Commitment to You

- Opportunity to make a real impact on how educational institutions in India operate — touching the lives of students, teachers, parents, and administrators.
- Competitive pay and an open, high-trust culture that thrives on passion and excellence.
- Access to top entrepreneurs, technologists, and education leaders for brainstorming and mentorship.
- Strong room for growth within the organisation as the projects across multiple customers scale.
- This role is based in Bangalore (on-site). Performance is measured by impact, not hours.

Location: Bangalore | Full-Time | On-site

How to Apply

We are happy to share more details on Digii with interested candidates. Email us at **careers@digiiicampus.com** with your resume and a short note on a program or project you have managed end-to-end.

When you write in, don't forget to mention how you got to know about us.