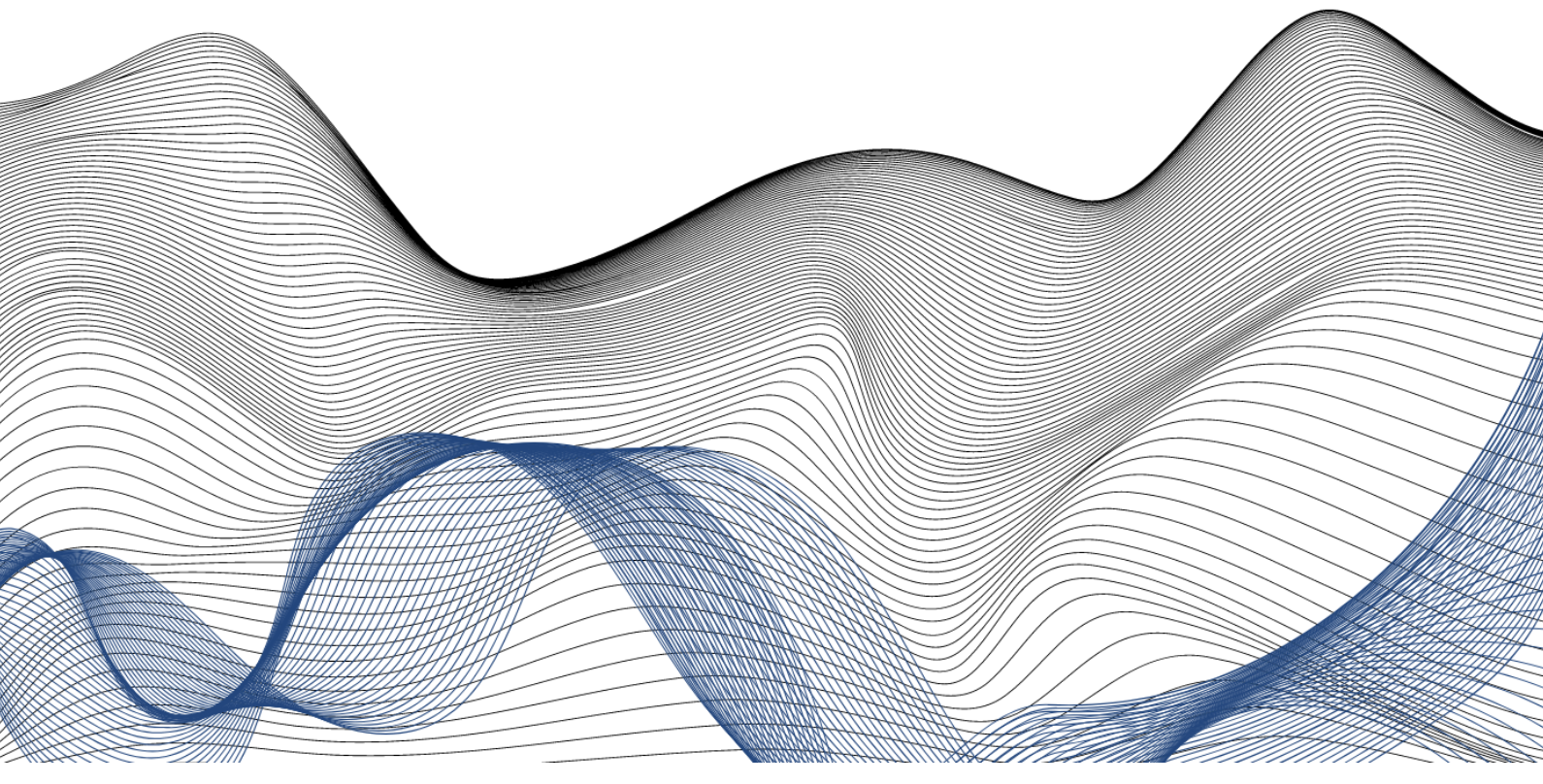




**Product Lead**  
Saigen | Job Description



## About us

Saigen is a leading provider of automatic speech recognition (ASR) in Africa, specialising in the development of high-quality, cost-effective speech technologies for a growing list of African languages, including isiZulu, Sesotho, Setswana, Swahili, Twi, Luganda, Amharic, Afrikaans and English, with more in the pipeline. Our core mission is to bridge the language gap and enable organisations to become truly multilingual, whether they're processing customer interactions in a call centre, monitoring the media, or delivering real-time transcriptions.

Saigen is part of the Alphawave group. Our Callbi product is a key player in speech analytics in Africa. We operate an AI labs initiative that focuses on solving specific client business problems using insights derived from speech and other data.

If you're passionate about building cutting edge ASR systems for new languages, or solving business challenges by combining insights from call centre speech with other business data, Saigen could be the perfect fit for you!

## Our Team and Environment

We are a dedicated, skilled, and curious team that thrives on innovation and problem-solving. Our startup culture fosters a collaborative and supportive environment where unconventional thinking is encouraged, and diverse approaches to challenges are explored. We value commitment to detail, dedication, and hard work, and we are deeply invested in the personal growth and development of our team.

## Our Offices

Our offices are located within in Stellenbosch and Brickfield Canvas in Salt River, offering flexible working hours to promote a healthy work-life balance. On-site, we provide unlimited barista-style coffee and easy access to the cafeteria for ordering food.

## Job Description: Product Lead

Saigen is launching a self-serve Speech API so developers can add speech recognition for South African and other African languages to their products, and we need one person to run it as a business.

You will own the product end to end: what gets built, how developers find it, how customers buy it, and what happens when they need help. It suits a software developer who wants to move into the commercial side and has backed that up with a business qualification or with experience of running a business. You will report to the CEO and work daily with the speech and engineering teams.

Saigen builds speech recognition for under-resourced languages. Our models already run in contact-centre analytics and media monitoring. The API opens that technology to any developer, in competition with global providers such as Deepgram that cover few African languages

## Key Responsibilities

### 1. Product Management

- Own the Speech API roadmap and decide what ships in each release, from private alpha to general availability.
- Turn the product specification into prioritised, well-defined work for engineering, and accept or reject what is delivered.
- Set pricing, plans, trial credit and usage limits, and review them against cost and competitor moves.
- Talk to developers every week and bring what you learn back into the roadmap.
- Track activation, conversion, retention, revenue and reliability, and report on them monthly to the CEO.
- Own the developer experience: signup flow, console, documentation, SDKs and code samples. Expect to write and test some of these yourself.

### 2. Marketing

- Define who the product is for and why they should choose Saigen over a global provider.
- Run the launch for each release phase.

- Produce the content developers look for: tutorials, sample apps, migration guides, accuracy benchmarks and a changelog.
- Build Saigen's presence where African developers are: meetups, hackathons, universities, online communities and conferences.
- Own the website pages, pricing page and signup funnel for the API, and improve conversion at each step.
- Manage a modest marketing budget and show what it returns.

### 3. Sales

- Help prospects buy: answer their technical and commercial questions, run demos, and guide them through a trial or proof of concept.
- Follow up on signups and accounts whose usage points to a larger opportunity, and qualify inbound enquiries.
- Prepare quotes and proposals for volume and enterprise customers, and negotiate within pricing guidelines agreed with the CEO.
- Bring the CEO into the largest and most strategic deals.
- Keep a simple sales pipeline and a revenue forecast you can stand behind.
- Feed objections and lost deals back into the roadmap, pricing and marketing.

### 4. Support

- Be the first line of support for developers at launch: answer tickets, reproduce problems, and fix or escalate them.
- Set up the support tooling, response-time targets and a public status page.
- Turn repeated questions into better documentation or product fixes, so the same ticket does not come back.
- Handle onboarding for larger customers once they have signed.
- Build the case for the first support or developer-relations hire when volume justifies it.

## Qualifications and Skills

### • Education, Experience and Technical skills

- Postgraduate Diploma in Business Administration or MBA
- At least 3 years as a professional software developer, including building or integrating REST or WebSocket API's
- At least 8 years of professional work experience (as a software developer or similar role)
- Clear writing. You can explain a technical product to a developer in a

tutorial and to an executive in a one-page summary.

- Evidence that you have taken something from idea to users: a product, a side project, an open-source library or an internal tool.
- Comfort with numbers: you can build a pricing model, read a funnel, and defend a forecast.
- Willingness to do hands-on work across all four areas, including answering support tickets yourself in the first year.

- **Good to have**

- Experience in product management, developer relations, technical marketing, sales or customer support.
- Experience with a developer-facing or usage-billed product.
- Familiarity with speech recognition, machine learning or audio.
- Experience with a competing speech API, such as Deepgram.
- One or more South African or other African languages besides English.
- Links into the African developer and startup community.

## What can you expect from Saigen?

- Competitive salary
- Generous leave policy
- Flexible working hours and hybrid policy
- Opportunities to grow and develop your career
- Offices with lunch and barista-style coffee

## How to Apply?

Send your CV to [careers@saigen.co.za](mailto:careers@saigen.co.za) with the subject *Saigen Product Lead*. Please feel free to reach out if you have any questions.