

Product Management Apprentice

TEAM Organization: PDS

Contact for the hire: Shashank Koul

HIRING MANAGER: Shashank Koul

OPEN ROLE: Product Management Apprentice

Expected Start term: Winter Jan, 2026

Location: California – San Diego

Pay rate: [Work with APP lead on this. Will be filled during interview process]

Mode: Flex –

- Is it important for your candidate to physically be within commuting distance of your office? YES
- What describes your in person expectation for your apprentice, if any?
 - 1 or 2 days in office every other week

Cost Center: APP [Non-PEG this need to be department cost center]	
Job Title:	Product Management Apprentice
Pillar:	Accounts & Identity
Reporting to:	Shashank Koul
Role overview:	At PlayStation, every great play session starts with a smooth, secure sign-in. Our Accounts & Identity team delivers, continuously enhances, and streamlines cross-platform identity across console (PS5/PS4), PC, mobile, and web so players can create, access, and recover their accounts with confidence. As a Product Management Apprentice, you'll learn PM craft while contributing to measurable improvements in three focus lanes: Account Creation & Management, Account Recovery, and Account Verification & Risk-Based Access. You'll collaborate with Security, Fraud, Privacy & Legal, and CX partners and turn research, data, and partner input into clear problem statements, Product Requirement Documents (PRD), and testable hypotheses. You will support delivery with Design, Engineering, and Program teams and help instrument and track outcomes. You will also support decisions, maintain a scoped backlog, and raise signals through trustworthy metrics while helping deliver consistent and user-friendly account experiences across console, PC, mobile, and web.
Main duties & responsibilities	Product Management ● Discovery: Map cross-platform journeys for account experiences; synthesize Voice of Customer (VoC), research, and data into crisp problems and testable hypotheses. ● Requirements: Write concise PRDs with use cases, acceptance criteria, and guardrails partnering closely with stakeholders across the global

	business; keep docs current with decisions and change notes. Articulate business and consumer rationale to the teams building the product. • Backlog: Maintain a backlog; refine features, clarify scope, and propose priorities with manager/lead guidance. • Delivery: Partner with Design, Engineering, and Program to enable execution, support validation/readiness, and ensure clean handoffs across console, PC, mobile, and web. • Measurement: Ensure features are backed by important metrics and that success is measured on a regular basis • Privacy & Legal: Engage early to capture requirements, regional constraints, and user guardrails; reflect them in specs and roll-out plans. • Communication: Publish brief weekly status/metrics; run short decision reviews outlining options, trade-offs, and a recommendation. Collaboration • Work closely with design teams to create solutions that are compelling, easy to use and realistic to implement • Work closely with engineering teams to ensure we build the right product and ship it at the right time • Work closely with Program Management team as they supervise delivery, lead timelines, and resolve blockers/risks Learn & Improve • Continually learn and improve expertise by tracking industry patterns and competitive moves; share concise insights to inform the next iteration
Any Specific Expectations	We are looking for someone who is eager to learn on the job with a sense of ownership, growth mindset and passion to solve user problems
Primary Interfaces [Support tools]	Google Docs, Slides and Sheets Microsoft Word, Powerpoint & Excel JIRA & Confluence
Core Competencies	Excellent interpersonal and communication skills Ability to present ideas to large audiences Self-motivated and results oriented
Required Knowledge / Skills:	Basic understanding of Product Management as a discipline Understanding of the gaming space is a plus Understanding of Customer/User Identity is a plus