

Hardware Product Manager

About the job

Employment Type: Permanent. Full-time [5 days per week]

Location: Port Coquitlam, BC.

Anticipated Start Date: As soon as possible

About Real Time Networks

Looking to start your career with an exciting, growing company?

Real Time Networks is a cutting-edge technology company specializing in smart asset management, including intelligent locker systems and key management solutions. Our innovative products streamline workflows, improve security, and drive operational efficiencies for customers across multiple industries, including healthcare, law enforcement, and enterprise organizations.

The opportunity

We're hiring a Hardware Product Manager to own the physical product development of our AssetTracer locker and kiosk product line. This is a technical, hands-on role inside the Product Group, reporting to the CTO and working closely with our software and firmware Product Manager. You will be the internal expert on how our hardware is designed, how it performs in the field, and how we translate product requirements into manufacturable, reliable hardware that holds up across a 20+ year customer base.

This is a primarily internal role focused on hardware design, systems understanding, and physical product productization — customer interaction is limited to technical documentation and escalated field issues.

What This Role Is Not

This is not a GTM, pricing, or customer-facing role. You will work with the Product Group and engineering teams internally. If you are primarily a commercial product manager, this is likely not the right fit.

Responsibilities:

- Own the physical product architecture of AssetTracer lockers and kiosk terminals including the structural design, component layout, and system integration
- Develop hardware specifications and manage external industrial design partners from concept through manufacturable output.
- Serve as the internal hardware authority, maintain deep technical knowledge of all hardware subsystems (RFID, power distribution, thermal management) and analyze power draw to optimize reliability.
- Lead hardware productization, including BOM ownership, sourcing inputs, manufacturing readiness, and assembly specifications.
- Partner closely with software and firmware teams to ensure seamless hardware–software integration and serve as escalation point for field hardware issues, driving root cause analysis and design fixes.
- Drive hardware quality and reliability, owning field issue triage, root cause analysis, and design improvements.
- Own all technical documentation — hardware specs, revision histories, installation guides, deployment best practices, and partner-facing technical overviews.
- Manage external vendor relationships (industrial designers, component suppliers, contract manufacturers) and coordinate hardware validation before field deployment.
- Ensure compliance with FCC, UL, and sector-specific standards
- Contribute to the hardware product roadmap by identifying capability gaps, configuration opportunities, and lifecycle decisions as the hardware SME.

What you bring:

Education & Experience

- 5+ years of experience in hardware product management, hardware engineering, or systems engineering, with at least 2 years in a product management role
- Proven ownership of physical product deliverables from concept through production
- Experience working with external vendors and design partners, including defining scope, managing timelines, and ensuring quality outcomes

Technical Skills

- Strong understanding of electromechanical systems, including enclosure design, power systems, and electronic component integration
- Hands-on knowledge of RFID technologies, including antenna placement, environmental considerations, and power impacts
- Ability to create clear, executable hardware specifications, BOMs, and manufacturing/assembly documentation
- Experience analyzing power budgets and optimizing component choices for reliability and real-world performance
- Familiarity with hardware validation, testing, and compliance processes (FCC, UL, or similar), with the ability to identify requirements early and coordinate certification

Soft Skills

- Highly organized and detail-oriented, able to manage multiple hardware initiatives in parallel
- Strong written and verbal communicator, effective with internal teams, external partners, and customers
- Comfortable working cross-functionally across engineering, customer success, and support, translating field issues into product improvements
- Confident pushing back when needed while maintaining productive vendor and partner relationships
- Curious about AI and actively using LLMs as a working tool for writing specs, reviewing documentation, and problem-solving

Nice to Have

- Background in access control, asset management, locker systems, or kiosk hardware.
- Experience with UL/CE/FCC certification processes, contract manufacturers, or sheet metal fabrication suppliers.
- Familiarity with hardware interfaces and access control protocols (USB, OSDP, Wiegand) and experience managing external industrial design firms.

Why Real Time Networks

- Hardware that ships in volume. 2,000+ installations across public safety, corrections, hospitality, casinos, higher education, and industrial operations — your decisions land in the field, not in a slide deck.
- Real ownership. You are the hardware SME for the entire AssetTracer line, reporting directly to the CTO, with authority over architecture, vendors, and the hardware roadmap.
- 20+ years of operational credibility. Founded in 2004, ISO/IEC 27001 certified, with a lifetime warranty on every RFID key fob we ship — quality is the product, not a marketing line.
- Small team, senior impact. A collaborative Product Group with a strong engineering culture. No layers between you and the work, and no committees between you and a decision.
- Metro Vancouver, BC base with competitive compensation, benefits, and hybrid flexibility.

Diversity & Inclusion

RTN is an equal opportunity employer who is committed to an inclusive and diverse workforce, equity in employment and fostering a barrier-free environment.

We strive to include perspectives from those that vary by race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, and disability. If accommodation is required at any point in the recruitment process, please contact a member of our Recruitment Team.

How to apply

Send your resume and cover letter to contact@realtimenetworks.com indicating Hardware Product Manager 04.2026 in the subject line. We strongly encourage applicants to apply as soon as possible, as we will review resumes and schedule interviews as they arrive. This position will remain open until filled.

Real Time Networks thanks all applicants for their interest and advises that only those selected for an interview will be contacted. No phone calls please