Senior Analyst, Research & Media  
Location: Western Europe, North America or APAC

About TM Forum
TM Forum is a global association of over 850-member companies that generate US$2 trillion in revenue and serve five billion customers across 180 countries. We drive collaboration and collective problem-solving to maximize the business success of communication and digital service providers and their ecosystem of suppliers around the world. Today, our focus is on supporting members as they navigate their unique digital transformation journeys, providing practical and proven assets and tools to accelerate execution and platforms to facilitate collaborative problem solving and innovation. You can learn more at www.tmforum.org.

Our vision is to drive the next wave of digital business growth – the digitization of every industry – by providing a common innovation platform to connect businesses, industries, and ecosystems. We do this in a highly practical and agile way through collaboration programs and communities which lead to rapid prototypes – ranging from digital business models to interconnectivity APIs – that have real world commercial applications. Complementing our collaboration programs, the Forum provides thought-provoking digital business research and publications, industry best practices and standards along with training programs to accelerate adoption, and events and workshops which connect top business & IT leaders to learn, network, and develop meaningful partnerships.

Diversity & Inclusion at TM Forum

TM Forum is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, creed, color, religion, alienage or national origin, ancestry, citizenship status, age, disability or handicap, sex, marital status, veteran status, sexual orientation, genetic information, arrest record, or any other characteristic protected by applicable federal, state, or local laws.

This is a full-time remote-working position, but some international travel may be required post pandemic. Flexible hours may be needed to accommodate team calls in different time zones. Our people are unique and many of our staff work flexibly in many ways. Please talk to us at the interview about the flexibility you need. We cannot promise to give you exactly what you want, but we do promise not to judge you for asking.

The suitable candidate will have at least two years' experience working as an analyst either in a research organization, a CSP or a technology provider and must have genuine interest in the telecoms industry and the impact of digitization. Familiarity with telecoms technologies – both network and IT – is essential.

They will report to the Principal Analyst, Research & Media, and work closely with all members of the Research & Media team, as well as with colleagues across the organization. This is a busy and varied role with plenty of scope for the right individual to develop. It will include some national and international travel.

Responsibilities:
• researching and writing both short (3,000-word) and long (6,000-10,000-word) reports focusing on emerging topics or new developments in established trends concerning the telecoms industry and the digital world.
• delivering webinars and fronting video interviews.
• researching and writing content (blogs, articles) for our Inform channel
• playing a dynamic role in shaping and creating new research value propositions, for example data sets, visual representations of data.
• the R&M team is flexible, dynamic and customer-facing. Being a member of this team and helping to meet client requirements with an innovative, friendly but at the same time professional approach is essential.
• regular (daily) discussions with customers (sponsors), consumers of our research, participants in our research activities, and internal TM Forum subject-matter experts and collaboration managers. In short, a lot of networking!
• input to our constantly reviewed research agenda
• being prepared to travel up to 2 weeks a year to attend in-house events as well as various external events, and those of third parties on occasion, to work on daily newsletters, write-ups, blogs, infographics, podcasts, videos, and other digital content, as directed
• promoting research via social media.

Required skills:
• bachelor’s degree level
• knowledge of the telecoms IT sector would be beneficial
• adept at using Microsoft Office (word, PPT and Excel)
• adept at using social media channels
• confidence in face-to-face (virtual and in person) environments both for delivering content and networking.
• adaptable and flexible to accommodate shifts and flows in the team’s workload
• has a demonstrable, genuine, and wide-ranging interest in digitization, technology and communications
• highly numerate as, for example, they will need to analyze survey and financial results
• writes well – that is, succinctly, consistently, accurately, grammatically, and clearly about complex subjects.
• true team player, collaborating with colleagues within and beyond the immediate Research & Media team
• confident and competent networking with and interviewing senior executives
• committed to serving the Forum’s members, which includes liaising with sponsors of research reports
• committed to upholding the integrity of our research by ensuring it is always impartial and accurate.

For immediate consideration, please email your resume to recruit@tmforum.org.

An Equal Opportunity Employer
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