

Research Analyst



Phone :

Web :

Job Summary

Vacancy :

Deadline : Aug 18, 2024

Published : Jul 18, 2024

Employment Status : Remote

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Do you have a passion to analyze and provide insights on technology spending? If so, then a role in our growing IT Financial Management (ITFM) benchmarking practice may be what you are looking for. This team has two primary areas of focus: (1) Conduct ITFM analyst inquiries to drive significant client value; (2) Conduct ITFM Benchmarking activities (data collection, analysis, evaluation, reporting) in support of both Industry membership and consulting activities. This is a position with growth potential, you could be Info-Tech's next Research and Advisory Director on the ITFM team.

The Research Analyst develops and delivers client-driven, project-based, practical research and advisory benchmark services that assist IT leaders in achieving demonstrable results in their organizations. They are responsible for data gathering and analysis primarily in the domains of IT budgeting, IT Staff, capital vs. operational expense, IT spend prioritization transparency, ITFM benchmarking, etc.

The Research Analyst will maintain an active pulse on the needs of members as well as industry development, deliver exceptional service via member calls, collaborate with others across the organization, and ensure they deliver high quality ITFM benchmarking results and insights.

Duties & Responsibilities

- Using your knowledge and experience to help IT leaders take a principal role in guiding their organizations towards success through thought-provoking ITFM benchmarks and best-practice deliverables.
- Using practical experience and knowledge to help IT leaders cultivate ITFM strategies.
- Identifying ITFM trends and proposing research topics.
- Advising IT leaders on how to best fulfill their mandates and show back value to the business through member calls.
- Build-out and mature the ITFM benchmarking toolsets, methodology, and practices used in performing IT spend benchmarking activities through the application of best-practice delivery models, with the goal of enabling repeatable assessments, adjusting models over time, and developing delivery toolsets and database.
- Perform ITFM benchmarking assessments for industry members (including data mapping, validation, and analysis)
- Completing primary & secondary research for ITFM Benchmarks.
- Successful execution on commitments agreed upon in the IT Spend and Staff Engagement Document and in alignment to expectations negotiated with clients.
- Provide verbal & written information, recommendations on potential client workshops, and other collateral to Info-Tech Consulting teams as needed.
- Design, development, and skillful delivery of high-quality presentations.

Areas of focus for this role includes:

- **Research.** Analysis, writing and presenting ITFM benchmarking designed to provide our members with what they need to be world-class CIOs.
- **Utilization.** Leverage our research to assist Info-Tech members through the process of executing on their key initiatives. Maximize utilization through a series of structured calls, or custom consulting engagements.
- **Service Quality.** Provide measurable value to our clients through the various services provided: research, calls, workshops, and consulting.
- **Account Renewal Rate.** Work jointly with account managers to reengage customers with low service levels through targeted campaigns and outreach.
- **Commercial Results.** Identify opportunities to provide value to clients through workshops and consulting engagements and work with our commercial teams to define the scope and project outcomes.

Education and Experience

- Undergraduate degree required (business or technology).
- 1 to 5 years supporting and/or executing IT advisory engagements
- Professional certifications in IT and/or ITFM an asset
- Practical experience (1 to 5 years) working in one or more of the following domains is an asset:
 - IT Strategy
 - Technology
 - Technology Business Management
- Advanced Microsoft product suite capabilities with a focus on Excel and PowerPoint
- 0 to 5 years experience performing detailed ITFM assessments and/or advisory
- Experience with implementing ITFM provider packages a plus
- Presentation and facilitation experience demonstrated through prior client-facing workshops, training sessions, and consulting engagements.
- History of strong relationship building and management skills. Experience gaining and maintaining trusted advisor status with senior management and C-level executives.

Skills

- **Advanced Excel Skills:** Proficient in data analysis, complex formulas, pivot tables, charts, and visualizations to support benchmarking activities.
- **Advanced PowerPoint Skills:** Ability to create high-quality presentations with advanced design techniques and data visualization to effectively communicate research findings and recommendations.
- **Inclusion.** Contributes to an environment in which all employees feel a sense of belonging, valued for their differences, and empowered to participate and contribute freely.
- **Domain Expertise.** Must have strong knowledge of some combination of ITFM assessments, IT budgeting, CapEx vs. OpEx, prioritization, and IT spend transparency, and benchmarking.
- **Client Interaction and Facilitation.** Ability to build rapport and communicate effectively with clients both virtually and in-person, when safe to do so.
- **Presentation Skills.** Ability to develop keynote/other presentations that will be delivered credibly, articulately, and confidently at Info-Tech's own events, at external events and conferences, or direct to IT leaders.
- **Knowledge Application, Problem Solving & Decision Making.** Can make relevant recommendations on next steps and helpful resources in response to indirect and direct cues and topics discussed during member interactions. Uses critical thinking to evaluate problems, gather information, understand causes, and identify best possible solutions. Invests time in planning, discovery, and reflection to drive better decisions and more efficient implementations.
- **Project Management.** Manage project scope and report on project progress within a timely manner. Ability to manage client expectations.
- **Writing Ability.** Ability to craft and word deliverables in a clear and concise manner. Achieve an aesthetically appealing outcome that is polished and professional.
- **Business Development.** Generate advisory sales leads from interactions with clients, whether during analyst calls or during project work, and proposing Info-Tech Research Group's services to fulfill Member's needs.
- **Research.** Apply primary and secondary research, along with superior analytical and written communication skills, to lead the team in producing high-quality, published research for our members.
- **Managing Through Change & Uncertainty.** Adjusts thinking and behavior to resiliently face change and uses experience to fuel growth. Embraces failure as a learning opportunity for themselves and others. Enables the process of change and transition while helping others deal with the effects of change.
- **Dynamic Learning Mindset.** Continuously seeks opportunities to learn, questions the applicability of past approaches in the current environment, owns growth, and embraces failure as a learning opportunity.

ITRG is an equal opportunity employer committed to diversity and inclusion. We are pleased to consider all qualified applicants without regard to race, color, religion, sex, national origin, age, disability, or any other legally protected factors. To that end, upon request, ITRG will ensure, to the extent possible, that accommodation be made available to applicants throughout the recruitment and hiring process.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
