



Product Analyst

JTL-Innovation, Research & Development-PA-08-25 | Project & Product Management | Contract | Posted on April 30th, 2026 | Expires on September 8th, 2025

We're seeking a Product Analyst who will be responsible for driving **product development, analysis, and project management** to support the full lifecycle of JTL's products and services. This dynamic role blends **strategic product innovation** with **hands-on project execution**, ensuring the timely, cost-effective, and customer-focused delivery of both commercial and technical offerings.

PRODUCT ANALYST JOB RESPONSIBILITIES

- Support the research, ideation, development, and continuous improvement of JTL products and services (voice, data, VAS, enterprise solutions, IoT, etc.).
- Analyse market trends, customer needs, competitor offerings, and technological advancements to drive product innovation and differentiation.
- Support product vision, roadmap, business case, pricing strategy, and go-to-market plan aligned with company goals.
- Collaborate with engineering and technical teams to translate product concepts into functional specifications and features.
- Conduct user acceptance testing (UAT), pilot launches, and performance reviews to refine products post-launch.
- Plan, execute, and monitor projects across the product lifecycle, ensuring delivery within scope, time, budget, and quality standards.
- Develop detailed project plans, schedules, risk registers, and communication frameworks to support seamless execution.
- Coordinate internal teams (technology, commercial, customer care, legal) and external vendors to deliver project milestones.
- Report regularly on project status, roadblocks, resource needs, and post-implementation reviews to senior management.

- Ensure all product-related initiatives comply with regulatory requirements from Communications Authority of Kenya (CAK) and other bodies.

- Any other duty that may be assigned to you from time to time.

QUALIFICATIONS FOR PRODUCT ANALYST JOB

- Bachelor's degree in Telecommunications, Business, IT, Engineering, or a related field; a Master's degree is an added advantage.

- Minimum 3-5 years of experience in product development and/or analysis and/or project management, ideally within the telecom or ICT sector.

- Strong understanding of telecom products, infrastructure, and technologies (e.g., LTE, fiber optics, VoIP, VAS, digital platforms).

- Experience analysing digital product performance data to understand user behaviour to inform product development and product strategy

- Professional certifications such as PMP, PRINCE2, Scrum Master, or Product Management certifications (e.g., Pragmatic, AIPMM) are highly preferred.

Location: Nairobi

Department: Innovation, Research & Development

Job Type: contract