Product Analyst

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