

Swisscom is the leading telecommunications provider in Switzerland. We inspire our customers with telecommunications, IT, media, and entertainment. All our customers? Not quite. That is why we are looking for you:

## Senior Consultant User Observatory and Insight (f/m)

Location: Berne

### **Your commitment**

The User Observatory and Insight Team in Berne is part of New Business Development and Foresight, within the Strategy and Innovation division of Swisscom. The User Observatory's role is to provide unique user insights through ethnographically-based user research, and to shape these insights into a business and strategic perspectives for the company. These user insights provide inspiration and guidance for both customer experience developments by our different business units, and for future innovations developed within our Strategy and Innovation division. You will provide expert advice, guidance and close support primarily within Strategy & Innovation projects on end user aspects including behaviour, needs (under-addressed and future), challenges and adoption (potential, barriers and rates). You will independently and efficiently plan and execute field research: interviews, observations, and other qualitative research techniques and communicate effectively to top management audiences.

### **Your profile**

You will have at least 3-5 years' experience in a related position and industry combined with a background in anthropology, sociology, or social psychology. Your communication and presentation skills along with a strong presence make you clear and convincing at top management levels. You speak German and English fluently.

### **Your benefits**

We offer a challenging position with plenty of room for growth. You will work in an attractive, professional work environment. Swisscom offers an excellent compensation package and flexible working hours. You will have ample opportunity for further training and other attractive benefits. We look forward to receiving your full application (including certificates and diplomas) online, quoting Ref. No. SIS-50622021. For any immediate queries, please contact Mr Timo Schadwinkel on 0800 800 144.



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