

Staff Product Researcher

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Company: Intercom

Location: Ireland

Category: other-general

Intercom is an AI-first customer service platform that helps businesses deliver better, faster, more personalized support.

Intercom is bringing AI-first Customer Service to the world, dramatically improving experiences for customers, support agents, and managers alike. Modern, fast, and easy-to-use, Intercom's complete AI-first Customer Service Platform enhances the customer experience, improves operational efficiency, and scales with our customers' business every step of the way. Intercom is also the most innovative and fastest improving product on the market. Shipping over 200 product improvements every year, Intercom is bringing AI features to market before anyone else.

What's the opportunity?

The Research, Analytics & Data Science (RAD!) team at Intercom exists to build, enable and share a deep holistic understanding of our customers, their needs, and their product behaviours, using research and data science.

As a team of data scientists and product researchers, our mission is to drive effective evidence-based decisions through research and data science. We use data — both big and small — to unlock actionable insights about our customers, our products and our business. Our holistic understanding of our customers, their needs and their product behaviours is ingrained and used across the whole company to drive tangible improvements for our customers.

Team RAD works on the most impactful initiatives that meaningfully move the needle for our products, customers and business. It's your job to own and drive research projects from start

to finish and drive impact by combining quant and qual data in compelling ways. As a Staff Researcher, you will lead the research strategy for our growth team - which spans across marketing, sales, and R&D.

What will I be doing?

You'll be the lead research for our growth area. You'll partner closely with data scientists to build a holistic understanding of this area. You'll build relationships and collaborate with leaders from product, design and engineering to shape the strategy for your product area. You'll gain a deep understanding of prospective buyers, their needs, their consideration space, and how we can build an end to end growth funnel off the back of these learnings. You'll also collaborate with finance, marketing and sales to understand how your product area impacts Intercom's commercial performance.

You'll craft insights stories, share your findings and advocate for your recommendations across R&D, marketing, and sales

You'll own the end to end research strategy, determining what is highest impact for us to understand about the market to help achieve our growth goals

You'll drive projects to improve the tools and infrastructure that researchers on the team use, actively improving their craft.

You'll be a role model for more junior researchers on the team

What skills do I need?

8+ years experience working with research to solve problems and drive evidence-based decisions

Demonstrated ability to influence and guide product strategy with data

Excellent communication skills and a focus on driving impact

Desire to mentor other researchers and share best practices to elevate research at Intercom

Strong growth mindset and sense of ownership. Innate passion and curiosity

Bonus skills & attributes

Experience working on a B2B SaaS product

Experience with growth strategy and competitive intelligence

Experience partnering with Data Science teams

Benefits

We are a well treated bunch, with awesome benefits! If there's something important to you that's not on this list, talk to us! :)

Competitive salary and equity in a fast-growing start-up

We serve lunch every weekday, plus a variety of snack foods and a fully stocked kitchen

Regular compensation reviews - we reward great work

Peace of mind with life assurance, as well as comprehensive health and dental insurance for you and your dependents

Open vacation policy and flexible holidays so you can take time off when you need it

Paid maternity leave, as well as 6 weeks paternity leave for fathers, to let you spend valuable time with your loved ones

MacBooks are our standard, but we're happy to get you whatever equipment helps you get your job done

We are a diverse bunch of people and we want to continue to attract and retain a diverse range of people into our organisation. We're committed to an inclusive and diverse Intercom! We do not discriminate based on gender, ethnicity, sexual orientation, religion, civil or family status, age, disability, or race.

Policies

Intercom has a hybrid working policy. We believe that working in person helps us stay connected, collaborate easier and create a great culture while still providing flexibility to work from home. We expect employees to be in the office at least two days per week.

We have a radically open and accepting culture at Intercom. We avoid spending time on divisive subjects to foster a safe and cohesive work environment for everyone. As an organization, our policy is to not advocate on behalf of the company or our employees on any social or political topics out of our internal or external communications. We respect personal opinion and expression on these topics on personal social platforms on personal time, and do not

challenge or confront anyone for their views on non-work related topics. Our goal is to focus on doing incredible work to achieve our goals and unite the company through our core values. Intercom values diversity and is committed to a policy of Equal Employment Opportunity. Intercom will not discriminate against an applicant or employee on the basis of race, color, religion, creed, national origin, ancestry, sex, gender, age, physical or mental disability, veteran or military status, genetic information, sexual orientation, gender identity, gender expression, marital status, or any other legally recognized protected basis under federal, state, or local law.

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