

Job Description



Role:	Digital Programmer
Base Office:	Singapore or Kuala Lumpur
Business Line:	Global Insights
Classification:	Full time, Permanent
Direct Manager:	Global Digital Programming Manager

COMPANY OVERVIEW

NMG Consulting is a leading multinational insurance and investments consultancy, integrating consulting, insights and analytics. Our consultants provide strategy consulting, insights, analytics and actuarial services to financial institutions including banks, insurers, reinsurers and fund managers.

NMG's Global Insights team specialise in delivering proprietary studies that provide intellectual property to help clients better understand the external market, drivers of success and their competitive positioning. Many of these studies are based on structured executive style interviews with key decision makers within institutional and retail segments.

Our clients are primarily large and/or global asset managers, insurers, and reinsurers. Our combined capabilities deliver an unparalleled depth of insight to support strategic decision-making capabilities at all levels.

SUMMARY STATEMENT

We offer an exciting role within our Insights team for an individual seeking to combine their strong programming and technical capabilities within a genuinely global environment and to advance their career with technical development and leadership opportunities.

The role will be responsible for delivering programming requirements for online insight programmes and in supporting the development of new and creative online survey visualisation techniques. There are opportunities to learn new programming skills that positively impact our global consulting practice.

This role will provide leadership opportunities, in particular to manage more junior resources and positively influence the team through contributing to projects, research and analysis skills.

KEY RESPONSIBILITIES:

- Collaborate with the global team to understand priorities and manage your input effectively to meet deadlines. Work effectively with team members in different time zones
- Ownership of several online insights programmes through the year, including maintaining or improving scripting and quality
- Learn and adapt these online survey management skills (we currently use the Confrimit platform):
 - Scripting complex, web, phone and tablet surveys
 - Checking the routing logic, appearance and usability prior to handing over a link to the client
 - Proactively suggest questionnaire design improvements so the client is informed about the best style of question formatting and the correct survey logic to ensure respondent engagement and quality data collection
- Checking validity of data
- Support the programming/development and updating of our on-line CAPI interview tool
- Assist in development of programmers and junior programmers, through mentoring and guiding junior programmers on technical areas of competence
- Support the research and development of new concepts and techniques, aided by a strong passion in at least one area of programming, data analysis, statistical analysis and data quality control
- Interact with programme managers and colleagues from other areas of NMG Consulting to gain better understanding of the company proposition and global team

QUALIFICATIONS, EXPERIENCE and ABILITIES:

Required

- 3 + years' work experience
- Advanced knowledge and skills in JavaScript and/or jQuery
- Experience with survey programming in Confrimit or other survey programming platforms (e.g. Askia, Decipher, Qualtrics, others)
- Proficient in Excel
- Ability to multi-task and balance multiple projects and priorities
- Excellent interpersonal communication skills in English – both verbal and written
- Strong problem-solving skills and a keen eye for attention to detail
- Strong desire to develop expertise and take on more responsibility (potentially managing a team)
- Curious, flexible and learning-oriented

Preferred

- Experience with online panel management
 - Knowledge of HTML and/or CSS
 - Experience of working with multi-lingual surveys
 - A good understanding of survey design and trends is advantageous (e.g. Conjoint, Max Diff)
 - Data processing experience - identify poor survey responses, the ability to handle large data, including weighting & merging data sets
 - Experience of working with SAS
 - Familiarity with data security regulations and managing data privacy issues
 - Market research experience ideally within a Quantitative team
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