

Savanta

**Role Specification:
Senior Survey Programmer**

Classified: Private

Location: United States

Business Area: Survey Programming, Operations

Reports to: Director+

About the Role:

Senior Survey Programmer | Operations, Survey Programming | US

This position sits within the Americas Operations team, specifically the Survey Programming Team.

Senior survey programmers play a hands-on role in the programming of complex and high-quality online questionnaires, applying their technical skills, knowledge, and analytical expertise to support clients in better decision-making. Additionally, Senior Survey Programmers will work collaboratively with Project Managers and the Research Team to ensure that client projects are delivered successfully, with increased autonomy on the projects they support. They work across multiple projects simultaneously and with exposure to all core functions. On larger projects, they take the lead role, managing the day-to-day programming aspects with limited oversight, and are tasked with developing their role to become the 'go-to' person for programming needs on high profile accounts.

The role is predominantly focused on online quantitative survey programming, including survey scripting, managing languages, and reporting.

Client Account/Stakeholder Management & Delivering Projects

- *Overall:* Takes the lead on the survey programming aspects of client projects; Supports other team members in the successful delivery of projects and ensures the smooth running of client accounts.
- Take full ownership of high complexity programming projects, with responsibility for complete end-to-end delivery of high-quality online questionnaires through:
 - Taking a consultative approach with clients while setting up and programming surveys;
 - Utilising bespoke technology to script complex online questionnaires and manage multiple languages;
 - Ensuring the accuracy and functionality of programmed surveys through rigorous quality control processes.
- Manage programming aspects of account relationships with a focus on providing excellent client service.
- Attend, contribute to, and support Project Managers and the Research Team in client meetings as required.
- Contribute to growing client accounts while maintaining existing client relationships.
- Manage and successfully maintain high project volume, ensuring all deadlines are met and quality standards are upheld.

Cost management & Commercial

- Demonstrates awareness/understanding of business/commercial thinking.
- Participates in new business meetings and calls to provide technical insights and support.
- Effectively manages project budgets and costs from a programming perspective.
- Monitors project costs and raises issues where programming-related costs (time/direct) exceed budget.

People & Team

- Work alongside senior team members and other team members to offer support across various programming requirements, including troubleshooting and optimizing survey scripts.

- Assist in building the team, participate in recruitment process, organise onboarding processes and sessions for new starters with a focus on mentoring and training new joiners in programming best practices.
- Organise and contribute to internal training/skill-sharing sessions. Share tried and tested programming approaches with the wider team to encourage brainstorming and idea sharing.
- Provide day-to-day project support to fellow team members, ensuring successful collaboration and knowledge exchange.
- Meet company expectations and display company values by demonstrating technical excellence, reliability, and a collaborative attitude.

Personal Development/ Profile at Savanta

- Has solid knowledge of survey programming methodologies.
- Developed experience with Savanta's survey platforms and is actively involved in the development and improvement of programming processes and systems.
- Is familiar with the key clients and their specific programming requirements.
- Is an active member of the team and engages in technical presentations/discussions to share knowledge.
- Embody company values and meet performance expectations.
- Actively own personal development goals and work closely with managers to achieve them.
- Good communication skills - confident speaking to people at different levels (i.e. internal and external clients both junior and senior).
- Ability to prioritize and effectively manage multiple programming tasks simultaneously.

About You:

A Senior Survey Programmer is a team member who is responsible for the day-to-day programming of online surveys, focusing on key and complex areas of delivery, and who has developed to provide technical leadership on client projects.

Senior Survey Programmers have a strong working competency of the Savanta survey platforms and programming technologies. They are expected to share knowledge around the team and to self-organise with their peers, whilst developing their own technical skills in new directions.

Strong Senior Survey Programmers successfully balance many competing demands on their time and consistently deliver high-quality work while being a support to others in the team. They maintain an external presence with clients, ensuring that programming needs and expectations are met to a high standard.

A tech-first mindset is essential as we pivot from a traditional market research business into a cutting-edge technology-first insights company.