

JOB DESCRIPTION – DIGITAL RESEARCH ANALYST

Role	Digital Research Analyst		
Reports to	Senior Analyst	Direct reports	N/A
Budgetary responsibility	N/A	Resource responsibility	N/A
Safeguarding	Support manager and wider team with safeguarding of staff across all global offices	Key relationships	Digital Analysis Unit, CASM Technology, Ethnographic researchers
Salary	£35,000 - £50,000 per annum	Location	UK/Ireland/Remote
Contract	4 month full-time fixed term contract (potential to extend subject to funding)	Level	5

About ISD

ISD is a global think and do tank dedicated to safeguarding democracy and human rights, and delivering solutions to weaponized hate, polarisation, disinformation and extremism around the world. Combining research and analysis with government advisory work and the design and delivery of international training, education and communications programs, ISD works to implement real-world, evidence-based responses to these challenges. ISD has teams in London, Amman, Berlin, Paris and Washington DC.

Role Purpose

ISD is looking to recruit a Digital Research Analyst to work as part of a team researching mis or disinformation, extremism and hate speech online across mainstream and alt-tech platforms with a focus on upcoming elections in Ireland and Europe. The Analyst will conduct quantitative and qualitative digital research, including data analysis and open-source intelligence. They will produce regular quantitative analytical outputs, as well as data visualisations and materials geared towards informing policy and practitioner stakeholders and will provide crucial project coordination functions. While this position has a specific focus on ISD's issue areas in Ireland and Europe, the Analyst will work with teams studying similar issues across North America.

Responsibilities

Digital Ethnography & Qualitative Analysis (50%)

- Monitor the platforms, channels and forums used by groups and individuals involved in spreading mis- or disinformation, hate speech or extremist rhetoric on a range of online platforms.
- Monitor the keywords, images, symbols and influencers relevant to relevant issue areas and groups online.

Publications and outputs (30%)

- Develop and populate regular high-quality quantitative analytical outputs, as well as ad hoc briefs and publications as required.
- Produce data visualisations and presentation materials geared towards informing policy and practitioner stakeholders.
- Provide project coordination support.

Digital Research & Methods (20%)

- Interpret datasets from social media and online media sources, using the selection of tools available to ISD researchers, to help analyse online mis- or disinformation, extremism and hate in relation to upcoming elections in Ireland and Europe.
- Work closely with technology partners to build analytical pipelines and interpret social media data dashboards.
- Support the design and constant evolution of effective methods, processes and technologies to support ISD's research team in online analytics, specifically for the detection of disinformation and media manipulation.

PERSON SPECIFICATION

Expectations

We expect all staff, consultants and volunteers to:

- Commit to ISD's vision, mission and [Guiding Principles](#)
- Foster diversity, inclusivity and equality of opportunity at ISD
- Demonstrate respect for others and safeguard those who are vulnerable
- Carry out their duties in accordance with ISD's policies and procedures
- Adhere to risk management and security instructions at all times

Our commitment to Equality, Diversity & Inclusion

We endeavour to recruit a range of candidates into ISD, to strengthen our team and contribute to our inclusive organisational culture. We particularly welcome applications from candidates currently underrepresented across ISD. We try to make our recruitment as accessible as possible, but please let us know if you have any access requirements that you would like us to be aware of during this process.

Competencies

These reflect ISD's [Guiding Principles](#) which we expect all members of the team to embody, regardless of seniority and role. How these competencies are assessed is outlined in ISD's Performance Review Process.

Guiding Principles	Competencies
Integrity	<ul style="list-style-type: none"> • Personal integrity • Focus on quality
Collaboration	<ul style="list-style-type: none"> • Respect for others • Commitment to the team
Agility	<ul style="list-style-type: none"> • Efficiency and effectiveness • Problem Solving
Courage	<ul style="list-style-type: none"> • Strategic thinking

- Growth Mindset

Specific Requirements

These are a priority for this specific role, and form part of our assessment during recruitment, probation and ongoing performance management. They are also a framework for focusing continuing professional and personal development.

	Essential	Desirable
Knowledge, training and qualifications	<ul style="list-style-type: none"> • Demonstrable subject matter expertise in the landscape of extremism, hate and mis- and disinformation in Ireland and Europe • Experience with digital analysis • Proficiency with social listening tools 	<ul style="list-style-type: none"> • Master's degree qualification or relevant work experience in relevant field • Proficiency in programming languages: R, python, java script • Public speaking and stakeholder engagement experience
Experience	<ul style="list-style-type: none"> • Strong experience and knowledge of online analytical tools and approaches, including big data analysis and OSINT techniques. 	<ul style="list-style-type: none"> • 3+ years of research or data analysis experience and proficiency in online analytical tools with strong digital analysis skills
Skills	<ul style="list-style-type: none"> • Exceptional written and spoken English • Outstanding attention to detail • Highly organized with the ability to be flexible, multi-task and respond proactively in a fast-paced environment • Ability to work well both independently and in a team • Proven resilience in managing extremism content 	<ul style="list-style-type: none"> • Data visualization skills: e.g. Tableau, Google data studios • Strong data analysis skills • Networking and public speaking skills • Additional language fluency
Additional requirements		<ul style="list-style-type: none"> • Strong knowledge of European online harms legal landscape