



Solutions Analyst and Product Trainer

Department: Solutions

Full time

Location: UK wide: Scotland, Northeast, Northwest, Midlands, Southeast

Our Mission: Unleashing the Strategic Value of Patents

At CIPHER we are committed to extracting value from patent data, enabling companies to make better and more informed strategic decisions. We recognize the importance of intellectual property as a growing mainstream asset class and the role of patents in providing a window into who owns which technologies and where. By harnessing the latest advances in machine learning combined with expert analysis, CIPHER is disrupting how actionable insight is extracted from global patent data. Information can now be accessed with efficiency, accuracy and at a speed that is just not possible by traditional methods.

We are a fast-growing London company, revolutionizing how companies and investors extract strategic intelligence from global patent data.

Our Values

Start With Why – Seek to understand and empathise, and always remember our customer is our compass.

Insight Not Data - Slice through complex data to deliver actionable intelligence.

Be Brave - Challenge received wisdom, try new things, push ourselves and our clients.

Team Up - Reach out and rally round. We're one team with one mission. Collaborate at every turn.

Enjoy the Ride - We're on an adventure, buckle up, bring positive energy, and have fun!

Role Purpose:

This hybrid role is suited to customer orientated individuals with an attention to detail and exceptional organisation skills, who enjoy problem-solving and learning about new technologies and innovations.

The role has two areas of focus. First, work with clients to understand their specific needs challenges and deliver actionable intelligence in the form of curated data insight from classified patent data. Second, become a product expert in CIPHER's classifier builder and help onboard and train clients. Entry and early to mid-career development opportunities are available. Full training support is provided.

Responsibilities:

Solutions Analyst responsibilities:

- Use Cipher's proprietary patent analytics tool to training of machine learning classifiers through supervised techniques to automate tagging of published patents against specific technologies (no prior experience of machine learning techniques is necessary)
- Desk-based research to understanding and break down a range of technologies based on client specifications
- Review patents corresponding to a range of technologies
- Analyse classified patent data to solve client problems where creative thinking and a strategic mindset are distinct advantages
- Support and lead client scoping and review calls
- Support on client engagement and with new business development activity
- The role is suited to results orientated individuals with an inquisitive mind who enjoy working with data, problem-solving and learning about new technologies and innovations

Product Trainer responsibilities:

- Become a product expert, responsible for customer Cipher Classifier on-boarding, training, and support
- Organise and carry out client training from on-boarding and throughout the client life cycle on building classifiers
- Coordinate with technical personnel as needed to meet customer needs, while managing customer expectations. Coordinate and take an active role in the regular customer check point meetings with account teams
- Remain in contact with the customer to evaluate satisfaction and proactively identify upcoming needs
- Demonstrate excellent communication and strong active listening skills which are essential for understanding clients' needs and training requirements
- Success in this role requires close collaboration with account teams in understanding client questions and delivering high quality analysis to agreed timescales

As we continue to grow there are plenty of opportunities for career development and advancement in this role. This is limited only by an individual's capability and ambition.

Your Core Competencies:

- Analytical
- Organised
- Self-starter / Motivated
- Problem Solving
- Client Focused
- Collaborative
- Communication
- Determined and resourceful
- Continuous Improvement
- Intermediate Excel and PowerPoint

Your Qualifications:



- Bachelor's degree or equivalent experience working in an analytical or customer facing role
- An interest in innovation and technology trends
- Excited about data-led storytelling
- An understanding of intellectual property or experience in patent analytics is beneficial but not required

We offer:

- Competitive salary
- Annual Company Bonus Scheme
- 25 Days Annual Leave, increasing to 27 with service.
- Flexible Hybrid Working Model
- Private Medical Insurance

We are an equal opportunities employer and are committed to supporting the professional development of each individual and helping everyone to reach their full potential.

For more information about us visit cipher.ai

To apply – please send your resume and covering letter via our website.

Privacy notice

<http://cipher.ai/privacy-policy/>