**UX Designer (User Research)**

This is an incredible opportunity to join our growing UX team at ADT in a super exciting industry vertical with red-hot growth potential. We are transforming the very meaning of Security and Smart Home Automation in a partnership with Google. So join us on this fun and exciting journey and be part of something bigger!

ADT is looking for a passionate UX Designer who focuses on User Research and Data Visualization. This role will help drive our software development and define experiences for the core app journeys of ADT through testing, customer feedback, and data analysis. In addition, this individual will partner closely with functional leads in a fast-moving, agile team. This is 100% remote within the US.

**Essential job functions and responsibilities:**

* Support the existing User Research infrastructure and help to evolve the discipline within our UX Design team.
* Create visual assets to support data analysis and share outs to stakeholders.
* Collaborate with team members to help with prototype creation and other design assets for testing with users.
* Plan, initiate, and lead primary and secondary generative and evaluative research activities in partnership with design, product, and engineering (e.g., customer interviews, surveys, card sorts, field visits, usability tests, SUS, etc.).
* Maintain the instrumentation of our products to leverage behavioral analytics and product insights.  Create, consolidate, validate, and socialize personas and similar space-specific identification/mapping tools.
* Validate findings and share/collaborate through cross-partner channels.
* Support UX design in the organization and facilitation of internal working sessions (e.g., user story mapping, group ideation, affinity mapping, design sprints, etc.).
* Research, structure, and socialize user journey maps for the primary task flows of our solutions.
* Document and track learnings gathered so insights can be easily referenced and applied for future projects.
* Brainstorm and ideate with teammates.
* Confidently support, explain, and rationalize your decisions to teammates and stakeholders equally.
* Perform competitive analysis and market research to help grow the product.
* Collaborate with the Sr. Researcher to identify, plan, and prioritize generative and evaluative user research needs and opportunities, articulating the key customer problems or needs and the desired business and customer outcomes of each project.
* Continuously learn through self-study, engagement with the user research community, and company-expensed professional development opportunities (e.g., books, workshops, conferences, certifications, etc.).

**Minimum Qualifications (Experience, Skills & Education):**

* Minimum 3 years of User Research experience in a professional setting required (school experience not included).
* Minimum 1 year of UX Design experience in a professional setting required (school experience not included) to be able to support data visualization.
* Experience with usability testing and analyzing user feedback and behavior.
* Experience with research tools like usertesting.com and additional relevant solutions.
* Can use a wide variety of mixed, qualitative, and quantitative research methods.
* Proficient with industry-standard digital tools Figma and Adobe CC; experience with Flinto, Principle, After Effects and/or other modern interaction prototyping/motion tools; experience with Zeplin, Invision, Marvel, Axure, Web UI toolkits.
* Experience with Slack, Miro, Microsoft Office, and Atlassian products (Confluence, Jira, Trello).
* Can demonstrate professional contribution to enterprise-level mobile-based services. Your portfolio will be requested and reviewed during the interview process.
* Up to date on latest UX trends to help apply them to new features.
* Capable of consulting with business and engineering to develop achievable solutions that meet business needs.
* Familiarity with agile methodology and scrum.
* Must be detail oriented.
* Ability to visually communicate and articulate ideas to project stakeholders.
* Ability to stay organized and calmly manage multiple projects at one time.
* Four-year college degree required (or equivalent).

**Benefits:**

* Health insurance
* Dental insurance
* Vision insurance
* Retirement plan
* Paid time off
* Flexible schedule
* Parental leave

***ADT LLC is an Equal Employment Opportunity (EEO) employer. We are committed to having a diverse and inclusive workforce and do our best to foster a culture and environment where every employee feels valued. Our goal is to serve our customers and help save lives. We can achieve this goal when we have the best talent working in an environment where employees feel included and recognized. Visit us online at jobs.adt.com to learn more.***

**Job Type:**

* Full-time

**Experience:**

* User Research: Minimum 3 years (Required)
* UX/UI Design: Minimum 1 years (Required)

**Location:**

* Remote

**Work authorization:**

* United States (Required)

**Benefits:**

* Health insurance
* Dental insurance
* Vision insurance
* Retirement plan
* Paid time off
* Flexible schedule
* Parental leave