

Performance Profile: 10x UX Researcher

10x, the federal government's very own venture studio, is seeking a versatile and talented individual to join our team as a UX Researcher. In this role, you will have the unique opportunity to work on a diverse range of projects combining your skills in software development to create exceptional digital experiences for the American public.

Check out [10x website](#), [process](#), and our [public project board](#) to see the types of projects we work on. If you are committed to improving government services for all who need them, and to helping the civil servants who deliver those services, this is the position for you.

Position summary

UX Researchers at 10x drive research activities, derive insights, generate concepts, communicate those concepts visually, and work with developers and product managers to build and test them. They foster best practices in user-centered design within 10x and across the federal government through advocacy and coaching.

10x UX Researchers have deep strength in design research (both generative and evaluative). No one can be equally expert at everything, but in addition to design research, we look for strong craft skills, confidence, and sophistication in at least one of the following areas: interaction design, product design, service design, and information architecture.

As a 10x UX Researcher, you'll work in cross-functional teams of experts in design, product strategy, technical architecture, software engineering, data science, and procurement. In addition to building useful and usable digital services, you will be helping teams improve their user-centered design practice, and helping teams without those practices get started.

Key objectives

Objective #1: Demonstrate excellence in design research, while grasping the core questions and responsibilities of at least one other UX discipline.

In addition to strong skill in design research, we expect expertise in *at least one* of the following disciplines:

- **Interaction design:** Define interface logic and behavior, always keeping human behaviors and needs in mind.
- **Information architecture:** Organize and structure complex information to help diverse audiences easily find what they need.
- **Service design:** Improve the relationship of the customer or user and the service provider across all of their interactions and communication channels.
- **Product design:** Develop clear and accessible visual systems, while advancing human-centered design practices.

Successful 10x UX Researchers:

- Zoom in and out. Generate high-level product strategies as well as practical project steps and considerations to get there. Are visionary in objective, but pragmatic in approach.
- Support collaborative decision making by telling compelling stories drawn from research to build shared understanding.
- Show persistent commitment to thoughtful, inclusive, ethical user research.
- Deliver whatever's needed to guide development — depending on project and project phase, this could include wireframes, sitemaps, flowcharts, storyboards, user stories, or other innovative approaches.
- Create written materials and visual presentations that are accessible to non-experts as well as being legally and technically accurate.
- Incorporate UX into agile development sprints, coordinating with visual and content designers, developers, and product managers to achieve a strategic vision.
- Use modern interaction design patterns and best practices, but understand that there are exceptions to every rule.
- Commit to making what we build fully accessible to the people we serve.
- Embrace and actively improve the practice of capturing research insights and knowledge sharing within the scope of their project or product team, conceptual area, and the wider 10x program or government-wide community wherever possible.
- Are curious and optimistic, driven by the desire to improve government experience for the public
- Are comfortable working in ambiguous problem spaces.
- Apply appropriate research methods across the lifecycle of projects from early phases of discovery through prototyping, and product development.
- Are entrepreneurial and persistent, actively pivoting towards value based on what they're learning, exploring multiple pathways towards a desired outcome, and seeing obstacles as a means of refining that path rather than giving up.
- Value outcomes over process.

Objective #2: Advance UX practice.

- Clearly communicate user-centered methods and their value to non-designers.
- Mentor and coach colleagues and partners who are taking on new tasks and roles within design and research.
- Share knowledge, techniques, tools, patterns, and expert advice with colleagues, partners, and the public.
- Promote empathy not just for members of the public, but also for our partners across the government and our co-workers.
- Contribute to team-wide resources and training materials, including methods, tutorials, guides, presentations, and design toolkits.

Objective #3: Work effectively in the federal government.

- Skillfully navigate complex organizational relationships to deepen understanding.
- Cooperatively negotiate disagreements and mediate compromises.
- Build inclusive, respectful partnerships with diverse groups of people.

- Conduct design activities remotely and in person, depending on contextual factors.
- Demonstrate genuine interest in the day-to-day activities that keep our government running.
- Create a work environment that fosters trust, respect, and collaboration.