**Job Title** = **UI/UX Designer - User Interface / User Designer – User Researcher**

**Job Code** = 0657

**Experience** = 8+ Years Of Experience Candidate

**Location**= Remote Position (Chicago IL 60661)

**Duration** = 12 Months Contract Position on C2C / W2

**Visas** = H1B, H4EAD, L2 EAD, GC, GC EAD, US Citizen, E3, E2, OPT, CPT, TN1, TN2

**Concepts Required** = Product Design, Design Practices, Product Development Process, Experimental Design

**Client** = Direct Client

**Job Description:**

·       We are looking for an experienced User Researcher who is curious about people and their behavior.

·       Sifting through the layers of consumer behaviour requires an analytical and organized mind as well as the ability to think outside the research to glean the true meaning behind human actions.

·       Probing for meaning via focus groups, surveys, interviews, usability sessions, would be part of the work.

·       Candidate will need to be comfortable with a crowd as well as one-on-one.

·       People best suited for this role are articulate and intelligent, with solid communication skills.

·       This role requires individuals who are as computer savvy as they are people friendly,

·       since their work entails examining and finding meaning in data as well as actually gathering data from people.

**Responsibilities**

·       Conduct independent research on multiple aspects of products and experiences within the client's Digital application portfolio.

·       Collect and analyze user behavior through lab studies, field visits, ethnography, surveys, benchmark studies, customer satisfaction feedback, etc.

·       Work with Designers, Product Managers, Engineers and other UXRs to prioritize research opportunities in a fast-paced, rapidly changing environment that are time boxed with clear specific deliverables.

·       Understand and incorporate complex technical and business requirements into research.

·       Advocate research findings to diverse audiences through written reports and in-person presentations.

·       Comfortable creating journey maps, user flows, personas, and service blue printing when needed.

·       Ability to synthesize research findings and deliver executive summaries to stakeholders.

·       Interact with cross-functional teams and drive customer experience strategy and best practices to implement applications and platforms while maintaining a cohesive end-to-end experience

**Typical Day**

·       This position can be remote, but candidate will need to work CST hours (MST-EST)

·       Typical groups this position will interact with include business partners responsible for individual elements of a customers’ experience (product groups, content area, etc) as well as vendors hired by these business partners.

·       In addition, this position will work directly with dealers and end customers.

·       These interactions stretch across the entirety of the client’s business model and organization.

·       This position may have direct relationships with Global Product Owners (GPO), Marketing/Product Support Managers, and Directors of various organizations, both internal and external.

·       The position is challenged to identify problems quickly and correctly, some which may not be obvious.

·       The incumbent solves problems by determining the best course of action, within departmental guidelines, from many existing solutions.

·       Communications for needed investments, architectural changes, or business needs is critical to ensure solutions can be created to deliver the best experience possible.

**Education Requirements:**

·       Position requires a four year degree from an accredited college or university plus 8+ years experience.

**Technical Skills Requirements**

·       Five or more years of experience and proven track record in User Research or other qualitative and quantitative research.

·       Experience integrating user research into product designs and design practices.

·       Experience conducting research for complex digital applications such as ecommerce or other complex management software.

·       Strong understanding of the strengths and shortcomings of different research methods, including when and how to apply them during the product development process.

**Desired:**

·       Working knowledge of statistics and experimental design.