

ISE, Incubation — Senior User Studies Researcher

Santa Clara Valley (Cupertino), California, United States
Software and Services



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Summary

Posted: Jan 18, 2024
Weekly Hours: 40
Role Number:200535134

The Intelligent System Experience (ISE) group is seeking a Senior User Studies Researcher to join our user studies team to help deliver the best possible user experience for iPhone, iPad, and Mac products, as well as new prototype products. The ideal candidate is experienced in conducting human-centered research and analysis, is sensitive to different languages and cultures, and is passionate about improving Apple’s products for its global user base. You will serve as the users’ advocate, delivering an unbiased view of users’ needs and synthesizing data into insights and action items for our cross-functional project teams. You thrive in a fast-paced and creative work environment, consistently delivering high quality results within project timelines, and always adapting to new requirements and directions.

Key Qualifications

- 4+ years of experience in human-centered research, both in conducting user studies and analyzing study data
- Comfortable analyzing large amounts of qualitative and quantitative data
- Able to produce meaningful visualizations and summaries of the data, and effectively present results to different audiences and across multiple media formats
- Able to convey results objectively without being influenced by personal emotions, biases, and external forces
- Organized, highly attentive to detail, and manages time well
- Able to work independently as well as collaboratively with minimal supervision

Description

The ISE User Studies team works closely with the Incubation, System Experience, and Input Experience teams. These teams manage many of the built-in features of iOS, iPadOS, and macOS including the home screens, lock screens, keyboards, and internationalization.

As a User Studies Researcher on this team, you will:

- develop and conduct Apple-internal in-person and remote user studies on iOS, iPadOS, and macOS platforms and features, as well as new platforms and prototypes
- primarily focus on extracting insights about usability and overall user experience from qualitative and quantitative data, and objectively presenting the findings to engineering, design, QA, and product marketing teams to help inform design decisions
- monitor on-going user feedback and issues, and advocate for a large and diverse customer base

As a member of our dynamic team, you will have the unique and rewarding opportunity to influence the direction of upcoming products that will delight millions of Apple customers around the world every single day!

Education & Experience

No specific education requirement, but a degree in human factors (HF), human-computer interaction (HCI), experimental psychology, engineering, data analytics, or equivalent, is preferred.

Additional Requirements

The following skills and experiences are preferred but not required:

Proficiency in any data analysis and visualization software, and/or programming languages for data analysis (e.g. Matlab, JMP, SPSS, Python, R, Tableau, etc.)

Experience using spreadsheet and presentation software (e.g. Numbers, Excel, Keynote, Adobe Illustrator, etc.)

Working knowledge of statistics

Fluency in one or more languages other than English

Experience working in industry

Pay & Benefits

At Apple, base pay is one part of our total compensation package and is determined within a range. This provides the opportunity to progress as you grow and develop within a role. The base pay range for this role is between \$138,900.00 and \$256,500.00, and your base pay will depend on your skills, qualifications, experience, and location.

Apple employees also have the opportunity to become an Apple shareholder through participation in Apple's discretionary employee stock programs. Apple employees are eligible for discretionary restricted stock unit awards, and can purchase Apple stock at a discount if voluntarily participating in Apple's Employee Stock Purchase Plan. You'll also receive benefits including: Comprehensive medical and dental coverage, retirement benefits, a range of discounted products and free services, and for formal education related to advancing your career at Apple, reimbursement for certain educational expenses — including tuition. Additionally, this role might be eligible for discretionary bonuses or commission payments as well as relocation. Learn more about Apple Benefits.

Note: Apple benefit, compensation and employee stock programs are subject to eligibility requirements and other terms of the applicable plan or program.

Apple is an equal opportunity employer that is committed to inclusion and diversity. We take affirmative action to ensure equal opportunity for all applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, Veteran status, or other legally protected characteristics.

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Apple will not discriminate or retaliate against applicants who inquire about,disclose,or discuss their compensation or that of other applicants. [Learn more.](#)

Apple will consider for employment all qualified applicants with criminal histories in a manner consistent with applicable law. If you're applying for a position in San Francisco,review the [guidelines](#) applicable in your area.

Apple participates in the E-Verify program in certain locations as required by law. [Learn more about the E-Verify program.](#)

Apple is committed to working with and providing reasonable accommodation to applicants with physical and mental disabilities. Apple is a drug-free workplace. [Learn more.](#)

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