



Freelance position – User Researcher at SAP Innovation Center Network

PURPOSE AND OBJECTIVES

The SAP Innovation Center in Potsdam is a dedicated group within SAP that focuses on creating innovative software prototypes, which pave the way for new and potentially revolutionary IT solutions.

For one of our most exciting projects, we are looking for you – an experienced user researcher with a passion for user needs, an affinity for complex topics and a toolbox full of state-of-the-art methods.

EXPECTATIONS AND TASKS

Deep-dive into the daily work life and process context of complex industry topics. Conduct interviews, on-site job shadowing sessions and design thinking workshops to develop a deep understanding for our future end-users. Extract the essence – user needs – and match them with our product concept. Stick your head together with designers and developers and create tangible user stories.

You will work in close collaboration with developers, designers and customers to turn ideas and user needs into actionable user stories and finally into a real product.

SKILLS AND COMPETENCIES

Besides a toolbox full of user research methodology, you should bring some product-development related work experience. Communication skills and team player qualities are equally important.

Required

- University degree in psychology, human factors, sociology or related field
- Ability to comprehend and master complex topics
- Strong written and verbal communications skills in English and German
- Experience with user-centered-design methodology, Design Thinking and ability to conduct on-site visits at customers
- Proven track-record of product-development-related user research projects
- Hands-on attitude and autonomous, self-organized style of working
- Curiosity for the end-users' needs and comprehension for business requirements.
- Experience in presenting to developers and customers

FACTS

Date: August 15, 2016
Location: Potsdam (free shuttle from Berlin-Westkreuz) & Berlin-Mitte
Company: SAP
Expected Travel: 15-30%
Career Status: Professional
Employment Type: Full-time freelance employment
Duration: about 4 months, till end of 2016

WORK EXPERIENCE

Your application documents should contain a cover letter reviewing your experiences and your interest, your CV and copies of references from your former customers (if available). Additionally, your application has to include a strong project portfolio (online or pdf) full of examples and your research process.

[Any questions? Get in touch with us!](#)
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