

Job Description

User Experience Engineer

Nintendo of America Inc.

The worldwide pioneer in the creation of interactive entertainment, Nintendo Co., Ltd., of Kyoto, Japan, manufactures and markets hardware and software for its Wii U™ and Wii™ home consoles, and Nintendo 3DS™ and Nintendo DS™ families of portable systems. Since 1983, when it launched the Nintendo Entertainment System™, Nintendo has sold more than 4 billion video games and more than 637 million hardware units globally, including the current-generation Wii U, Nintendo 3DS and Nintendo 3DS XL, as well as the Game Boy™, Game Boy Advance, Nintendo DS, Nintendo DSi™ and Nintendo DSi XL™, Super NES™, Nintendo 64™, Nintendo GameCube™ and Wii systems. It has also created industry icons that have become well-known, household names such as Mario™, Donkey Kong™, Metroid™, Zelda™ and Pokémon™. A wholly owned subsidiary, Nintendo of America Inc., based in Redmond, Wash., serves as headquarters for Nintendo's operations in the Western Hemisphere. For more information about Nintendo, please visit the company's website at <http://www.nintendo.com>.

Description of Duties

- Create insight-driven, integrated multi-channel design solutions for the Contact Center Agent Desktop experience.
- Design architecture, navigation, data gathering, and interaction solutions that effectively address end-user and business needs.
- Perform qualitative and quantitative research to uncover user needs, perceptions, and preferences.
- Understand strategic goals, business requirements, and processes through interactions with Contact Center management and other business leaders.
- Work collaboratively with business and process owners within the Contact Center and throughout the company.
- Lead brainstorming and creation of concepts for best-in-class user experiences.
- Lead the development of business requirements that clearly define the expected outcome of design deliverables.
- Translate business requirements into design concepts that represent processes and workflows as delivered by Contact Center and other company business owners.
- Present design concept and deliverables to business owners and client teams.
- Establish, adopt, and enhance effective processes, practices, tools and standards for development, delivery, and communication.
- Take forward looking approach to existing and future work to enable effective planning and distribution of resources.
- Ensure sound product development and execution.
- Keep abreast of latest technological developments/strategies and implement where appropriate.

Summary of Requirements

- Three or more years of experience in an Experience Engineer role, preferable in a contact center environment.
- B.S./B.A. degree in interaction design, psychology, HCI, information architecture, industrial design, or related field. M.S./M.A. degree a plus.
- Ability to quickly comprehend business owner needs and requirements and translate these into effective, elegant, and usable design solutions.
- Proven record of successful user experience design implementation demonstrating innovative and creative thinking.
- Strong understanding and demonstration of user-centered design principles and techniques.

- Strong understanding of the kinds of experiences made possible by current digital technologies.
- Proven ability to work in a multi-disciplinary team in a dynamic, collaborative environment.
- Excellent interpersonal communication skills, analytical thinking skills, and leadership potential.
- Ability to work effectively in a fast-paced environment.
- Windows based PC experience (Word, Excel, PowerPoint, etc.)

Skills/Experience Preferred

- Familiarity with Oracle/RightNow technologies.
- Proficiency with design and prototyping tools, including Photoshop, Illustrator, etc.

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Job Customer Service

Primary Location WA-Redmond

Organization Nintendo of America Inc.

Schedule Full-time

Number of Openings 1

Work Days: M-F

Hours/Week: 40

Salary: DOE

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