



**Title:** UX Researcher and Advisor

**Location:** Newark, New Jersey

**Position Description:**

As our UX Researcher and Advisor you will work with the designers, users, product teams, and executives to understand our customers and evaluate if the offerings for our Boss Revolution related projects meet their needs. The ideal candidate will already have experience conducting research in a complex technology domain. This person will report to the UI/UX Manager and will work as part of our design team, focused on generating new and engaging web, mobile and app experiences.

**Responsibilities:**

- Work with the supervising UI/UX Manager in identifying and addressing critical usability issues
- “Start with Why” – know how to ask the right questions to get data that uncovers critical insights
- Translate complex product requirements into easy and intuitive user flows.
- Work with cross-functional and business unit partners to perform competitive research, market analysis, and customer value analysis on new product ideas or topics; analyze the data; summarize and report results
- Create simple prototypes and experiments and use them to conduct data-gathering activities, such as concept validation and usability testing sessions with potential customers or users
- Conduct customer interviews, ethnographies, or contextual inquiries to gain qualitative insights on customers’ needs and current pain points
- Work with the product and development team to create minimally viable products to launch, learn from customer behavior and feedback, and iterate quickly toward greater product-market fit
- Recommend user focused improvements and changes needed to be executed within a complex technical enterprise application
- Analyze, troubleshoot, and resolve platform/OS/browser specific interface issues
- Stay current with technology and industry best practices to ensure proper utilization of these in development of the IDT applications and solutions

**Qualifications:**

The qualified candidate will have a 3+ years of industry experience conducting user research and effectively partnering with development teams to improve the user experience based on research results, as well as the following:

- High level of experience using varied user research techniques at various stages of the development process (e.g., lab usability studies, heuristic evaluations, surveys, field research and ethnographic techniques)
- Experience conducting customer or prospective customer interviews, contextual inquiry, and/or user testing
- Knowledge of mobile native UI and how it translates across different mobile platforms (iOS/Android/Windows Phone/Web/Wearables/Apple TV etc)
- The ability to empathize with customers, understand their unarticulated needs, and envision solutions that address real problems and create real value
- Basic prototyping skills (visual design/interaction design skills are not necessary, but the ability to create visual artifacts that compellingly communicate ideas is)
- Familiarity with market research and business model analysis
- A solid understanding of Responsive Design methodologies, and iOS and Android mobile platform design
- Ability to work at a detailed level, but also to conceptualize issues from a broader perspective
- Entrepreneurial mindset; passion for identifying and seizing new business opportunities
- Creative and effective approaches to organizing work, analyzing data, and solving problems
- Excellent oral and written communication, presentation, and facilitation skills
- Ability to get up to speed with a new area quickly
- Visual design capabilities is a plus
- Have samples of research projects for mobile, web, and/or desktop apps