USC University of Southern California

User Experience Designer
Job Description

JOB INFORMATION

Job Code:	171405
Job Title:	User Experience Designer
FLSA Status:	Exempt
Supervisory:	
Job Family:	Technical Project Management
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

JOB SUMMARY

Responsible for executing digital user-engagement practices and services, and developing and maintaining user-centric information systems, applications and business processes. Regularly meets with users to solicit feedback, share updates, and address questions, concerns and ideas. Ensures programs and/or applications users are equipped with a working database that meets departmental needs and provides results for the university. Conducts detailed analyses and evaluations of business requirements, developing comprehensive information architecture solutions, user interfaces and graphic designs for web and media applications. Runs focus groups, functionality tests and training sessions, and develops wireframes, prototypes, taxonomies and navigation systems. Evaluates vendors, products and applications, serving as the lead on web and media-related communication, branding, and marketing strategies impacting the user-experience.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree	Computer Science	Or
X		Bachelor's degree	Psychology	Or
X		Bachelor's degree	in related field(s)	
	X	Master's degree		

Additional Education

Check here if experience may substitute for some of the above education.

	Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level	
X		4 years	in user-centered design, research, modeling, testing and assessment.	
	X	5 years		

Additional Work Experience

Check here if education may substitute for some of the above work experience.

	Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Demonstrated working knowledge of front-end development, design principles, and information architecture practices, methodologies, tools and services.
X		Strong knowledge of current/relevant web and applications technologies, trends and standards.
X		Expertise in creating a variety of design documentation including (but not limited to) user scenarios, task flows, conceptual models, personas, competitor analysis, heuristic analysis, wireframes, and prototypes.
	X	Experience with Google Analytics, Agile and CSS preprocessors.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Responsible for executing digital user-engagement practices and services, and developing and maintaining user-centric information systems, applications and business processes. Ensures programs and/or applications users are equipped with a working database that meets departmental needs and provides results for the university.				
Meets with users to solicit feedback and address their questions, concerns and ideas. Reviews, documents and prioritizes user requests and requirements. Designs and configures programs and/or applications updates, and communicates them to users. Tests and conducts training on new and existing functionalities.				
Researches best practices, documents user access and security policies, and develops benchmarks. Designs learning curricula, produces training materials and conducts regular reviews. Creates and modifies programs and/or applications data records, and designs and develops reports.				
Performs data analyses and interprets results using a variety of techniques to support business practices. Works with management to obtain and identify analytical requirements. Produces data collection methods (e.g., surveys, tests, etc.), and develops tools and processes to support analyses. Analyzes results, reviews data for anomalies, investigates to identify and determine cause, and corrects data inaccuracies and inconsistencies as necessary. Provides recommendations and conclusions gained from analyzing data.				
Serves as lead on web and media-related communications, branding and marketing strategies impacting the user-experience. Evaluates applications, vendors and products. Supports and maintains optimization of all existing online properties and user tools using business analytics and partnering with other university and global resources.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/

Campus Security Authority (CSA)		Essential:
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/		No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

_____   _____   _____
Print Employee Name   Signature   Date

_____   _____   _____
Print Manager Name   Signature   Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills,
duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.