



## JOB INFORMATION

Job Code:	129146
Job Title:	User Experience (UX) Specialist
FLSA Status:	Exempt
Supervisory:	
Job Family:	Public Communications
Job Family Group:	Marketing and Events
Management Level:	7 Individual Contributor

## JOB SUMMARY

Guides web strategies, internal content design and technical approaches to web development. Designs effective, reliable interfaces and interactions between employees and organizations. Advocates for end user needs and collaborates with varied stakeholders and functions to develop thoughtful applications that improve the employee experience. Executes the university vision and champions its culture and values.

## JOB QUALIFICATIONS:

### Education

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

### 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		5 years	of experience in user/customer experience and web development.
	X	7 years	of experience in user/customer experience and web development, human resources, higher education, and/or marketing and communications.

### 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 experience in software solution development and configuration.

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience with development principles (e.g. Angular, React), object-oriented programming (e.g., OOP), progressive enhancement, responsive design, automated testing and debugging, peer review activities, version control best practices, and test-driven development.
X		Experience in design based on Web Content Accessibility Guidelines (WCAG).
X		Familiarity with Americans with Disabilities Act (ADA) compliance requirements.
X		Demonstrated knowledge of security concepts and secure code development techniques.
X		Experience writing test cases for new and existing code to ensure compatibility and stability.
X		Excellent written and oral communication skills, able to produce quality copy on tight schedules.
X		Demonstrated project management, problem-solving and organizational skills, able to effectively manage numerous priorities, deadlines and necessary resources simultaneously and in a timely manner.
X		Ability to independently make discreet, informed decisions regarding confidential information.
X		Excellent interpersonal skills, able to work in diverse, cross-functional teams and collaborate strategically across departments.
X		Demonstrated analytical and data-driven mindset for extracting insights from metrics. Proficiency with Microsoft Office.
	X	Experience in leadership and staff development roles.
	X	Demonstrated ability to effectively communicate with senior leaders.
	X	Experience in organizations with varied levels of technical maturity.
	X	HR knowledge based on combined theory, learning, research and hands-on experience.
	X	Experience with content management systems (e.g., Wordpress).

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Leads application design and deployment in a cross-platform, cross-browser environment. Directs the design of user testing methods to gather feedback throughout the development process. Builds and maintains relationships with project teams, providing expertise and guidance as requested. Maintains open lines of communication with internal external stakeholders.				
Leverages the university's overall digital strategies to brainstorm and present employee engagement opportunities and initiatives that enhance business value. Proactively solicits and regularly monitors employee feedback. Analyzes data, trends and employee feedback to develop new ideas for improving digital experiences. Identifies and supports continuous process improvement opportunities enabling business success.				
Advocates for the end user in design and development sessions to build intuitive and empowering products. Collaborates with team members, stakeholders and vendors to understand specifications and deliver features based on business requirements. Adapts quickly to new situations and technological environments.				
Makes informed decisions based on results of usability testing. Maintains currency with industry standards, best practices and emerging technology. Interprets and applies requirements and technical limitations. Articulates reasoning for and implications of retiring legacy applications, enhancing existing ones, or developing new solutions.				
Supports team objectives to produce quality employee-facing content. Contributes to an inclusive environment, building and maintaining strong cross-functional relationships and a deep understanding of organizational and university cultures. Upholds the principles of the USC Code of Ethics. Demonstrates alignment to strategic plans of the organization and university through words, actions and ideas.				

## Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			

## 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.