



JOB INFORMATION

Job Code:	166607
Job Title:	UX Researcher (ITS)
FLSA Status:	Exempt
Supervisory:	
Job Family:	Technical Project Management
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

JOB SUMMARY

Leads the discovery of a broad range of websites, applications, and services, driving innovation in user-experience and product usability. Collaborates with business analysts, designers, product managers, and developers to uncover and articulate end-user requirements, target solutions that meet their underlying needs, and create meaningful user stories. Seeks to understand user needs within the context of a project's business goals. Demonstrates ITS values in action.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		
	X	Bachelor's degree	Computer Science	Or
	X	Bachelor's degree	Computer Information Systems	Or
	X	Bachelor's degree	Information Science	

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		2 years		
	X	4 years	in technical or functional research documentation.	

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		Excellent written and oral communication skills, with experience presenting technical topics to non-technical audiences.

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Proven ability and experience establishing strong, positive working relationships and rapport with diverse groups of team members and clients.
X		Experience planning and implementing user research strategies and methods, and collaborating with customers and users with diverse backgrounds and cultures, and those with varied levels of education and technical expertise.
X		Thorough understanding of different research methods' strengths and shortcomings, including when and how to apply them during the product development process.
X		Proven analytical abilities, demonstrated organizational skills, and the ability to measure the business results of user-centric products.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Utilizes problem articulation, user research, method selection, prototyping, testing, and other leading practices to solve design problems. Presents research findings, insights and strategies with action items to support decision-making for product design. Collaborates with designers and engineers to prioritize opportunities to build engaging experiences for diverse audiences.				
Conducts independent research on products and functionalities. Collects and analyzes user behavior using varied techniques (e.g., interviews, benchmark studies, online experiments) to prioritize research opportunities. Recognizes opportunities to incorporate technical and business requirements into research, and balances user needs, business goals, and technical realities.				
Designs and executes appropriate, relevant research initiatives for a broad range of user constituencies. Conducts research to gain insights into user pain points, challenges, and needs, and builds and delivers solutions that meet new requirements and expectations. Demonstrates relevance of design solutions to key stakeholders.				
Supports continuous improvement, effective troubleshooting, and problem-solving, utilizing the latest industry technology and knowledge. Works collaboratively with fellow designers, researchers, developers, business analysts, and other key stakeholders. Develops skills and abilities on an ongoing basis, maintaining currency on emerging technologies and product-strategy approaches.				
Drives consistency and usability of USC's digital products, adhering to standards, documented technical requirements, qualitative and quantitative user research methodologies, and university policies, processes, and procedures.				
Aids the cultivation of an inclusive environment and a culture of trust and transparency, sharing information broadly, openly, and deliberately. Builds and maintains collaborative relationships with diverse team members, peers, and leaders. Actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service).				
Collaborates with team members and management, implementing effective solutions to support the vision for ITS product strategy and design. Maintains currency with technology, standards, and best practices. Supports process improvement efforts within the team and across the ITS organization.				

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		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

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	efforts, and mobilize other staff members if needed.		and USC's policy at: https://policy.usc.edu/mandated-reporters/
<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: 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.