

UNIVERSITY OF SOUTHERN CALIFORNIA

UX Designer (ITS)

Job Code: 166601

OT Eligible: Yes

Comp Approval: 10/25/2019

JOB SUMMARY:

Collaborates in all design stages, from product conception through launch. Leverages a strong understanding of user goals, and is responsible for translating user requirements into usable, useful, effective, and efficient user experiences for a broad range of campus customers. Demonstrates ITS values in action.

JOB ACCOUNTABILITIES:

***E/M/NA** **% TIME**

| | | |
|-------|-------|--|
| _____ | _____ | Communicates vision, opportunities, and strategies to support decision-making for product design. Utilizes problem articulation, user research, idea generation and selection, prototyping, testing, and other leading practices to solve common design problems. Maintains balance between user needs, business goals, and technical realities to build engaging experiences for diverse audiences. |
| _____ | _____ | Engages in human-centered design (HCD) processes and approaches, developing a broad range of university platforms (e.g., websites, applications). 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 documented technical requirements, user-centered design methodologies, and university policies, processes, and procedures. Participates in research to gain insights into user pain points, challenges, and needs, and builds and delivers solutions that meet new requirements and expectations. |
| _____ | _____ | 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. |
| | | Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time. |

***Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.**

EMERGENCY RESPONSE/RECOVERY:

Essential: No

Yes 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.

JOB QUALIFICATIONS:

Minimum Education:

Bachelor's degree

Combined experience/education as substitute for minimum education

Minimum Experience:

2 years

Minimum Field of Expertise:

Proven record of designing and delivering end-to-end, user-centered products. Experience designing and prototyping multiple tools with different levels of interactivity. Able to create informed designs by leveraging user research, market analysis, data, customer feedback, and both technical opportunities and constraints. Experience in design using Web Content Accessibility Guidelines (WCAG), with adherence to design and/or human interface guidelines. Knowledge of Lean and/or Agile methodologies, and an understanding of front-end web technologies including HTML, CSS, JS, or other programming languages. Excellent written and oral communication skills, with experience presenting technical topics to non-technical audiences. Proven ability and experience establishing strong, positive working relationships and rapport with diverse groups of team members and clients.

Preferred Education:

Bachelor's degree

Preferred Experience:

4 years

Preferred Field of Expertise:

Bachelor's degree in computer science, computer information systems, information technology, or relevant field. Four years’ experience designing and delivering end-to-end, user-centered products, and prototyping multiple tools with different levels of interactivity.

SIGNATURES:

Employee: _____ Date: _____

Supervisor: _____ Date: _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

The University of Southern California is an Equal Opportunity Employer