

# UNIVERSITY OF SOUTHERN CALIFORNIA

## User Experience (UX) Specialist

Job Code: 129146

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OT Eligible: No

Comp Approval: 7/16/2020

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### **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 users' 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 ACCOUNTABILITIES:**

#### **\*E/M/NA % TIME**

|       |       |   |
|-------|-------|---|
| _____ | _____ | 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.                 |
|       |       | 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

**Minimum Experience:**

5 years

**Minimum Field of Expertise:**

Bachelor's degree in Human-computer interaction (HCI), cognitive science, communications, or other relevant fields. Five years' experience in user/customer experience and web development. Demonstrated experience in software solution development and configuration. 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. Experience in design based on Web Content Accessibility Guidelines (WCAG). Familiarity with Americans with Disabilities Act (ADA) compliance requirements. Demonstrated knowledge of security concepts and secure code development techniques. Experience writing test cases for new and existing code to ensure compatibility and stability. Excellent written and oral communication skills, able to produce quality copy on tight schedules. Demonstrated project management, problem-solving and organizational skills, able to effectively manage numerous priorities, deadlines and necessary resources simultaneously and in a timely manner. Ability to independently make discreet, informed decisions regarding confidential information. Excellent interpersonal skills, able to work in diverse, cross-functional teams and collaborate strategically across departments. Demonstrated analytical and data-driven mindset for extracting insights from metrics. Proficiency with Microsoft Office.

**Preferred Education:**

Master's degree

**Preferred Experience:**

7 years

**Preferred Field of Expertise:**

Master's degree in Human-computer interaction (HCI), cognitive science, communications, or other relevant fields. Seven years' experience in user/customer experience and web development, human resources, higher education, and/or marketing and communications. Experience in leadership and staff development roles. Demonstrated ability to effectively communicate with senior leaders. Experience in organizations with varied levels of technical maturity. HR knowledge based on combined theory, learning, research and hands-on experience. Experience with content management systems (e.g., Wordpress).

**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.

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