

**TITLE: USER EXPERIENCE DESIGNER
SYSTEMS 24**

CLASSIFICATION: INFORMATION

JOB OVERVIEW

The User Experience Designer is responsible for designing and delivering the user experience and evolving the product vision.

ACCOUNTABILITIES

- Conceptualizes and translates user requirements through designing information structures, including navigation, work and dataflow, data categorization, labeling and searching best practices.
- Manages user experience design deliverables for projects involving agile product teams, maintaining the voice of the customer to ensure that user-centered design principles are incorporated into technology build strategies.
- Produces user interfaces and interaction models for digital products, including low- and high-fidelity prototypes (sketched, illustrated, or coded), user interface components, design patterns (common assets) and complete production-ready user interfaces.
- Produces interfaces for the web and mobile, including graphic design, interaction design and data visualization.
- Determines and utilizes the best tools (sketching, html) to convey design concepts throughout the product lifecycle, including high and low fidelity prototypes.
- Collaborates with other members of the product development team (UX researcher, developers) to ensure that design elements are successfully translated to developed products.
- Produces rapid inputs actionable by the team at frequent stages in product development, from early business discovery through prototyping and releases.
- Plans and implements interaction specifications, navigation rules, organization of information, and site maps.
- Develops and completes usability test plans, evaluates traffic patterns, studies user feedback to validate information delivery.
- Designs innovative transaction interfaces for existing and new products and services.

- Conducts market and usability studies, surveys set objectives, running test sessions and interpreting results using mock-ups, prototypes, user flows, and detailed design specification documents to define and communicate interface concepts and requirements.
- Models architectural schema, information structure and features, functionality, and user-interface design.
- Creates and publicizes an inventory of data stores and information components.
- Analyze existing web application designs to improve quality, mitigate issues, and improve performance and functionality.
- Evaluate business requirements to determine most appropriate design patterns.
- Develop wireframes, site maps, schematics, process maps, user-task analysis, and visual specifications to describe the optimum user experience.
- Researches and analyzes user behaviour, preferences, objectives and working methods to determine how users consume content.

JOB REQUIREMENTS

EDUCATION

An Equivalent Combination of Education and *Related experience may be considered.

- **Degree:**
Field: Information Architecture, User Experience Design, Interaction Design, Computer Science, Human-Computer Interaction, or a related discipline.
Minimum Experience: ***2 years related experience; OR**
- **Diploma:**
Field: Information Architecture, User Experience Design, Interaction Design, Computer Science, Human-Computer Interaction, or a related discipline.
Minimum Experience: ***3 years related experience; OR**
- **Certification:**
Field: Information Architecture, User Experience Design, Interaction Design, Computer Science, Human-Computer Interaction, or a related discipline.
Minimum Experience: ***4 years related experience.**

Experience

***Related experience** must include the minimum number of years as outlined above in **EACH** of the following:

- Experience working in an agile, digital product- focused development environment with User Experience teams, designers, and developers to iteratively create and improve digital products and services.
- Experience with user interface design processes and methodology, user-centered design principles and practices.
- Experience using mock-up and prototyping tools like Visio, Figma, OmniGraffle, Balsamiq, and Adobe Creative Suite.
- Experience in planning and conducting user tests, with a focus on gathering feedback to inform continuous improvement.

Preference may be given to those with:

- 5 or more years experience in each of the ***Related experiences**.

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to translate conceptual ideas into actionable strategies, for effective implementation.
- Ability to synthesize vast quantities of information to inform strategic decision-making.
- Knowledge of information architecture or user/interface design.
- Ability to determine and utilize the best tools to convey design concepts throughout the product lifecycle, including high and low fidelity prototypes.
- Ability to research and analyze user behaviour, objectives, and methods to determine how users consume content.
- Ability to collaborate across diverse groups.

PROVISO

Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRRA) check, and/or enhanced security screening checks as required by the ministry (**Note: It is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position**).

INDIGENOUS RELATIONS BEHAVIOURAL COMPETENCIES

- **Process Orientation** places a priority on how things are done. It is a willingness to remain open and follow in new directions. It means setting aside mainstream ways of achieving

results and instead following culturally respectful processes that also produce results. It is letting go of agendas or the need to control and trusting that the appropriate outcome will emerge from a good journey together. It means accepting that both the use of process orientation and a good relationship are concrete results.

- **Empathy** is the ability to recognize, understand and directly experience the emotion of another. It involves listening with heart, accepting their message and staying focused on their experience rather than reacting. It means understanding that the behaviour may be connected to something outside of the immediate situation.

BEHAVIOURAL COMPETENCIES

- **Strategic Orientation** is the ability to link long-range visions and concepts to daily work, ranging from a simple understanding to a sophisticated awareness of the impact of the world at large on strategies and on choices.
- **Innovation** indicates an effort to improve performance by doing or promoting new things, such as introducing a previously unknown or untried solution or procedures to the specific area or organization.
- **Partners with Stakeholders** is the desire to work co-operatively with all stakeholders to meet mutual goals. It involves awareness that a relationship based on trust is the foundation for success in delivering results.
- **Expertise** includes the motivation to expand and use technical knowledge or to distribute work-related knowledge to others.
- **Conceptual thinking** is the ability to identify patterns or connections between situations that are not obviously related and to identify key or underlying issues in complex situations.
- **Improving operations** is the ability and motivation to apply one's knowledge and past experience for improving upon current modes of operation within the ministry. This behaviour ranges from adapting widely used approaches to developing entirely new value-added solutions.
- **Problem solving and judgement** is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.