

TITLE: SENIOR USER EXPERIENCE DESIGNER

CLASSIFICATION: INFORMATION SYSTEMS 27

MINISTRY: TRANS & INFRASTRUCTURE

WORK UNIT: INFORMATION MANAGEMENT BRANCH

SUPERVISOR TITLE: DIRECTOR, DIGITAL DELIVERY

SUPERVISOR POSITION #:

JOB OVERVIEW

The Senior User Experience Designer is responsible for supervising a team of User Experience Designers, and designing and delivering the user experience and evolving the product vision.

ACCOUNTABILITIES

- Supervises staff, including assignment of work, development and evaluation of performance plans, approval of leave.
- Develops design principles and strategies to build consensus on project direction with executive and stakeholders.
- Builds and influences executive and stakeholder knowledge and support across ministries for user experience design.
- Manages user experience design deliverables for complex cross-ministry 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.
- Provides guidance and practice leadership to team members, based on a solid understanding of leading and emerging user experience design methods.

- Interprets and recommends research findings and artifacts to shape (primarily) digital product design and development. Artefacts may include usability test results, research results presentations, journey maps and high-level user goals.

JOB REQUIREMENTS

Education & Experience:

- Degree or diploma in a design or technology discipline, or equivalent combination of education and experience.
- Demonstrable knowledge, experience in and passion for user-centered design practices gained working in a user experience design capacity for over 5 years.
- Proven experience of 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 mentoring and supporting less experienced UX practitioners.

Preference may be given to applicants with:

- Significant project management experience.
- Demonstrated expertise designing for the web and mobile, including graphic design, interaction design and data visualization.
- Experience with related UX practices and skills, including content design, content strategy and information architecture.
- Experience producing and working with design pattern/asset libraries.
- Experience in data visualization and familiarity with products (BI tools) and approaches.

Knowledge, Skills & Abilities:

- Ability to determine and utilize the best tools (sketching, html) to convey design concepts throughout the product lifecycle, including high and low fidelity prototypes.
- Demonstrated ability to produce impeccable production-ready web interfaces.

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**).

BEHAVIOURAL COMPETENCIES

- **Solving problems creatively** involves knowledge and skills in fostering creative problem solving in the organization through critical reflection, problem analysis, risk assessment and rewarding innovation. This job requires the following most of the time.
- **Continuous Development** involves proactively taking actions to improve personal capability. It also involves being willing to assess one's own level of development or expertise relative to one's current job, or as part of focused career planning.

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- **Innovation** indicates an effort to improve performance by doing or promoting new things, such as introducing a previously unknown or untried solution or procedure to the specific area or organization.
- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.
- **Teamwork and Co-operation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.
- **Empowerment** is the ability to share responsibility with individuals and groups so that they have a deep sense of commitment and ownership. They also foster teamwork among employees, across government and colleagues, and as appropriate, facilitate the effective use of teams.
- **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.

INDIGENOUS RELATIONS BEHAVIOURAL COMPETENCIES

- **Self-discovery and awareness** means understanding one's thoughts, feelings, values and background and how they impact the success of the interaction and relationship, or how they may influence one's work. It is recognizing one's own biases by tracing them to their origins, through reflection and by noticing one's own behaviour—and then intentionally seeking a way forward that positively impacts the interaction and relationship. It means maintaining new ways of thinking and acting when situations become difficult or uncertain, or in times of urgency.