USC University of Southern California

Senior UX Designer (ITS)
Job Description

JOB INFORMATION

Job Code:	166604
Job Title:	Senior UX Designer (ITS)
FLSA Status:	Exempt
Supervisory:	
Job Family:	Technical Project Management
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

JOB SUMMARY

Leads the design of a broad range of ITS applications. Drives innovation in user experience and product usability by collaborating in all design stages, from product conception through launch. Drives identification of user goals, and is responsible for prioritizing and translating user requirements into usable, useful, effective, and efficient user experiences for a broad range of campus customers. 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 System Management - Network Management	Or
	X	Bachelor's degree	in related field(s)	

Additional Education

Check here if experience may substitute for some of the above education.

X	Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level	
X		5 years		
	X	8 years	designing and delivering end-to-end, user-centered products, and prototyping multiple tools with different levels of interactivity.	

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		Extensive experience designing and prototyping multiple tools with different interactivity levels.
X		Proven experience establishing and maintaining strong, positive working relationships and rapport with wide range of team members and clients.
X		Experience working in environments using Lean and Agile.
X		Demonstrated experience developing approaches for leveraging analytics tools to measure success, present opportunities, and support decision-making.
X		Experience designing and implementing based on Web Content Accessibility Guidelines (WCAG).
X		Proven record of leading the design and delivery of end-to-end, user-centered products, with experience developing and designing in adherence with design system guidelines and/or human interface guidelines.
X		Ability to create informed, user-centered design, leveraging user research, market analysis, data, customer feedback, and both technical opportunities and constraints.
X		Thorough understanding of front-end web technologies including HTML, CSS, JS, or other programming languages.
X		Excellent, persuasive written and oral communication skills, with experience presenting technical topics to non-technical audiences.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Designs engaging experiences for diverse populations while balancing user needs, business goals, and technical realities, in collaboration with others across ITS (e.g., business analysts, developers). Presents product designs and decision-making rationale, evangelizing innovation and communicating vision. Utilizes leading practices (e.g., user research, prototyping) to manage common design problems.				
Drives human-centered design (HCD) processes and approaches, developing a broad range of university platforms (e.g., websites, applications). Supports continuous process improvements within the user experience team and all of ITS, utilizing industry knowledge and emerging technologies. Continually develops industry knowledge, maintaining currency with new product-strategy approaches, industry trends, and emerging technologies.				
Drives consistency and usability of USC's digital products, adhering to documented technical requirements, user-centered design methodologies, and university policies, processes, and procedures. Facilitates user research to gain insights into customer 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, implementing effective solutions to support the vision for ITS product strategy and design. Actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service).				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	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.		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 and USC's policy at: https://policy.usc.edu/mandated-reporters/

Campus Security Authority (CSA)	Essential:
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.