

User Experience Analyst

(Company Introduction & Description)

(COMPANY NAME) is seeking an experienced UX Analyst who is passionate about understanding user needs. Someone whose decisions are rooted in both creative and analytical thinking, likes solving complex problems by finding patterns in the data and enjoys creating high-quality end-to-end digital user experiences. The position will be responsible for user experience research deliverables that include but are not limited to; metrics analysis & reporting, task-flow diagrams, A/B testing, user interviews and interactive and functional documentation. A portfolio demonstrating proven experience in user research, analysis of user metrics, customer satisfaction, and a thorough understanding of user-centered design process is required.

Duties and Responsibilities:

- Collaboration with the UX/UI lead, Product Managers, and development staff to prioritize UX activities throughout the agile software development life-cycle.
- Champion the process of analyzing user metrics via analytics software to better understand user behaviors and report how to improve user task flows and user experiences.
- Conduct interviews and surveys, to better understand user tasks and workflows, analyze the findings, then propose changes that will improve the UX/UI of the product.
- Collect feedback, engage in discussions with customers, and other stakeholders on topics including user centered design, interaction design, benchmarks, data patterns, user flows and user research.
- Conduct usability testing and A/B testing and report the findings
- Create and maintain persona documentation
- Create innovative and appealing user task flows, user journeys, and flow diagrams on time for specific features and projects
- Assess both quantitative and qualitative data, then communicate the decisions you made during the process that allowed you to arrive at your deliverables
- Think strategically, act tactically, and solve problems quickly while demonstrating excellent project management and scheduling skills
- Cultivate an understanding of user-centered design and share your insights and UX thinking with the whole team

Qualifications:

- One-year certificate from college or technical school, or three to six months related experience and/or training, or equivalent combination of education and experience.

- Computer skills:
 1. Analytic software such as: Pendo, Google Analytics
 2. Data visualization software: Power BI, Tableau etc.
 3. Spreadsheet: Sheets/Excel
 4. Communication: Slack, JIRA,
 5. Preferred: Design software: Figma, Sketch, Adobe

- UX Certifications such as: Human Factors Int'l CUA or CXA or Nielsen Norman Group's UXC or UXMC (preferable)