

UX Manager (UXM)

Job Location -Remote

YUJ Designs' consulting services have enabled organizations to gain competitive advantage by providing user experience (UX) strategic services. Design delivered had direct impact on customers' product successes and return on investments. <http://www.yujdesigns.com/portfolio/>

The UX Manager will lead from the front and be the driver of our collaborative, fast-paced, result-driven environment. You must be an expert UX practitioner who can train others by going in depths of User Centered Methodology (UCD), UX principles, Best Practices, Design Management and Project Governance.

The candidate should have an excellent portfolio with substantial evidence of delivering complex B2B systems, web applications, mobile apps and other digital products using the UCD method. In addition, consult with YUJ business and sales team to be responsible for driving design decisions for growth.

Reporting to - Chief of Design

Job Profile

- Work in harmony with the business strategy and the user's needs.
- Bring the perspective of the user (their needs and problems) into the decisions the business makes every day and advise about what works for the customers and what won't.
- Contribute for the creation of the whole business vision, acting to define strategic goals, priorities, work processes, technology, systems, requirements, performance metrics, etc.
- Provide any assistance to UX's team, creating the right work conditions for the employees, so they could do their tasks the best way possible.
- Discover and select talented designers, develop their skills and group them into high performance UX teams.
- Act as a facilitator for other company's departments, aiming to solve problems, remove impediments, conciliate different points of view and promote conditions to deliver the best user experience (always considering restrictions related to technology, deadlines, budget, employee's allocation, business needs and users' needs).
- Establish a performance evaluation routine (both for each employee and for the whole UX team), gives constant feedback for each employee and set the expectations about the delivered results.
- Plan the next career levels for each UX's team employee, observe their professional evolution and reward them according a fair system of meritocracy.
- Contribute for the implementation of an innovation culture, by applying design thinking techniques and by encouraging discussions about a future vision.

Must have

- Thorough expertise in practicing all activities of UCD Methodology
- Maturity and openness to deal with tough business scenarios and ability to resolve conflicts.
- A flair for mentoring others and conduct training sessions.
- Demonstrate excellent interpersonal communication, negotiation, presentation and client relations management skills.
- Ability to trigger business discussions with program managers, CTOs, CIOs, CEOs
- Be clear and effective presenter in order to influence important design decisions and maintain credibility.
- Eagerness to observe human behavior and synthesize insights into design.
- Proven ability to plan and conduct complex B2B UX engagements.
- Experienced designing for various devices and systems (mobile, handheld, TV, display systems).
- Be organized and show excellent time management skills and be highly detail-oriented.
- Ability to manage individual tasks on time in an efficient manner while receiving strategic and tactical direction from management and stakeholders.
- Minimum 10+ years of solid industry experience.