

Job Description

Cost-Free Expert

Functional Title: **UX Designer**

Grade: **P4**

Organizational Unit: **Application Development Team
Development Section
Office of Information and Communication Systems
Department of Safeguards**

Occupational Group: **1A05 - Computer Information Systems Specialists**

Organizational Setting

The Department of Safeguards (SG) is the organizational hub for the implementation of IAEA safeguards. The IAEA implements nuclear verification activities for some 180 States in accordance with their safeguards agreements. The safeguards activities are undertaken within a dynamic and technically challenging environment including advanced nuclear fuel cycle facilities and complemented by the political diversity of the countries.

The Department of Safeguards consists of six Divisions: three Operations Divisions: A, B and C, for the implementation of verification activities around the world; three Technical Divisions: Division of Concepts and Planning, Division of Information Management, and Division of Technical and Scientific Services; as well as two Offices: the Office of Safeguards Analytical Services and the Office of Information and Communication Services.

Within the Department of Safeguards, the Office of Information and Communication Systems (SGIS) is the centre of competence for the specification, development and maintenance of Information and Communication Technology (ICT) systems and for the management of all ICT infrastructure and services to support safeguards. In partnership with other organizational entities, SGIS is responsible for planning and implementing an ICT strategy as well as enforcing ICT standards.

The Development Section provides ICT services to the Department of Safeguards and Member States, working cooperatively with staff in the Operations Divisions and the Technical Divisions to plan, establish and maintain information systems. The Section specializes in providing system analysis, software design, and implementation and maintenance services. The Section follows and implements best practices in the areas of software engineering, project management and quality management and continuously monitors the Department's information related needs so that they can be met through requests for new or enhanced ICT solutions.

Main purpose

Under the general supervision of the Head of the Development Section, and reporting to the Team Leader for the Application Development Team, the UX Designer provides specialized expertise in innovative user interface design as well as conducting evaluations on designs, usability testing, user interface prototyping, information architecture, documentation and maintenance of a constantly evolving range of ICT solutions running on diverse platforms and mobile devices.

Role

The UX Designer is: (1) *an innovator*, looking for the most effective way to institutionalize user experience and usability practices; (2) *an expert advisor* in human-computer interaction, with a focus on visual and interaction design, prototyping and usability testing of software; (3) *a user-centred analyst*, who collects user insights to improve the user experience of our products and develop strategic solutions (4) *a technical leader*, who supervises the user experience work of others

Partnerships

The UX Designer builds partnerships with user communities and engineering teams to understand their objectives and assists in finding the most appropriate solution. The UX Designer collaborates with colleagues in SGIS that are responsible for software engineering (standards, guidelines, etc.), user training and support, and business analysis (business requirements and process).

Functions / Key Results Expected

- Provide specialized advice in the design of user applications and develops innovative solutions and strategies to increase the user experience of our products which will ensure customer satisfaction as well as reduced errors and training costs
- Act as advocate to promote consistency of good design practices to ensure a reduction in the duplication of effort
- Develop innovative solutions to solve user experience design challenges to enable users to focus on the task and not the tool
- Provide advice and expertise on design concepts for new products to improve the user experience of those products
- Develop set of new policies, strategies and procedures to improve the user experience of our products
- Conduct outreach and build partnerships with user communities and engineering teams to obtain consensus on appropriate solutions.
- Perform all other related duties as assigned.

Knowledge, Skills and Abilities

- *Technical expertise:*
 - In-depth knowledge of user experience analysis and design, interaction design, UI prototyping, and usability testing;
 - At least five years of demonstrated expertise in usability, user experience and user interface design;
 - Familiarity with software engineering projects using an agile software development methodology is an asset.
- *Analytical skills and customer orientation:* Ability to analyse business processes and translate customer requests into ICT solutions that improve user experience.
- *Interpersonal skills:* Ability to establish and maintain good relationships with internal and external counterparts and to work harmoniously in a multicultural / multidisciplinary team with respect and sensitivity for diversity.

- *Communication skills*: Ability to write clearly and in a structured manner and to make effective oral presentations.
- *Knowledge management*: Openness to new ideas, technologies and tools in the user experience and IT industries and a willingness to learn and share skills and knowledge.

Education, Experience and Language Skills

- Advanced University degree (Masters Level or above) in computer science, human computer interaction, interaction design or a related field.
- Minimum of seven years of relevant practical experience in usability, user experience or user interface design, applied to mobile and/or web based applications.
- Fluency in written and spoken English. Knowledge of another official IAEA language (i.e. Arabic, Chinese, French, Russian, Spanish) an asset.