

## **Employment Opportunity – UX Researcher**

*The KOHL Group, Inc. (KOHL)\**

July 22, 2015

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**Position Title:** User Experience Researcher (multiple positions: (1) Senior UX Researcher w/7+ years' experience; (2) Mid-level UX Researcher w/3+ years' experience)

**KOHL Position ID:** KG072215\_UX Researcher

**Arrangement:** Long-term contract position; tentative eligibility to apply for conversion to permanent in late 2015 based on performance & qualifications.

**Location:** Palo Alto, CA (this position requires work to be done on our client's site in Palo Alto on a full-time basis); some travel within the US and internationally may be required. Beautiful R&D facility with state-of-the-art fully equipped usability testing laboratory.

**Start:** Immediate

**Compensation & Benefits:** Competitive

**Our Client:** The Global User Experience Team for an industry leader in the development of Enterprise-class technologies and support systems, including: Server & Storage Solutions, Network Management Systems, Cloud-based Solutions, and IT Consulting Services.

### **Responsibilities**

- Drive various digital user research projects with different levels of fidelity from concepts through design validation.
- Collaborate with stakeholders, and other UX researchers, Market researchers, Interaction and Visual Designers, and content developers, to gather requirements and approvals, write study plans, study scripts, conduct the study, and create appropriate reports.
- Understand the true research need for any given project, and select the appropriate research methodology for this need.
- Always advocate on behalf of the user, and use strong persuasion skills supported by data to convince teams to improve the user experience.
- Deliver strong reports, very clearly written, and with executable recommendations.
- Be able to work globally, considering localization and translation needs.
- Work with recruiters and team to secure highly technical B2B participants for studies.
- Leverage findings across all aspects of the site, seeking consistency for the user's experience.
- For the Senior UX Researchers role – effectively mentor more junior UX Researchers.

### **Qualifications**

- 3+ years' of experience conducting user experience research in a corporate setting. For the Senior UX Researcher – 7+ years' of experience.
- Experience with digital marketing, international, B2B, e-commerce, and technology websites is preferred.

- Must be an expert in a variety of qualitative and quantitative methods, such as: lab and remote user testing, ethnographic research, surveys and analysis, focus groups, heuristic evaluations and contextual inquiries, as appropriate to the project.
- Be able to determine which methodology is appropriate for any given project. Experience with tools such as Morae, Optimal Sort, and Tobii eye-tracking is preferred.
- Must be at ease working independently and collaboratively on research projects.
- Must have significant and demonstrable experience working in diverse roles within a User Experience team.
- Must have extremely clear written and verbal communication skills.
- Must have substantial experience writing and delivering compelling reports using qualitative and quantitative analyses with strong and clear recommendations.
- Must be a strong user advocate, with deep empathy, and be able to be persuasive in winning support for recommendations within cross-functional teams with varying and complementary agenda and perspectives.
- Must be comfortable working in a quick paced organization.
- Graduate degree in Human Computer Interaction, Experimental Psychology, Cognitive Psychology, or a related field.

***If you are interested, please email your resume in Word format to Ann Boschetti at [aboschetti@kohlgroupp.com](mailto:aboschetti@kohlgroupp.com) with a brief note mapping your skills and experience to the specific requirements of this job description. Please include the Job Description ID in the subject line.***

***If you aren't available or interested, please consider referring friends or colleagues that you think may be qualified and interested. The KOHL Group has a referral fee program.***

***To review other job opportunities with The KOHL Group, please visit the Career Opportunities section of our website: <http://kohlgroupp.com/careers-opportunities/>***

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