

USABILITY RESEARCHER / TESTER

We are seeking a Usability Researcher/Tester interested in the challenge of deploying usability tools and research methods to provide actionable insights for design improvements. Someone who is interested in understanding our customers and improving the user experience of our applications and services. This position works in close collaboration with User Interface Designers, Product Analysts, Software Engineers and Support Agents in a shared mission for excellence in medical education for the programs and institutions we serve.

You need to be able to:

- Develop usability test plans derived from client needs and product goals and objectives.
- Conduct test plans, manage focus groups and user feedback sessions.
- Provide analysis of results for discovery of potential design improvements.
- Maintain knowledge and understanding of different research methodologies and data analysis techniques to better understand customer motivations, behaviors and needs.
- Generate low fidelity prototypes for testing as needed.

We're looking for:

- Someone comfortable interviewing, observing people and putting them at ease.
- Solid organization, project management and planning skills
- Excellent written and verbal communication skills with attention to detail.
- Proactive self-directed attitude with effective time management skills.
- Consistent supportive teamwork habits.
- Quick learner who can adapt to a highly interactive environment.
- Strong analytical, and critical thinking skills.

Advantage if you have:

- BA/BS or MA/MS in information or behavioral science or closely related disciplines.
- Experience in Human Factors or similar role in a professional environment.
- Experience with a variety of usability research tools and testing methods.
- Experience producing clear helpful deliverables with actionable recommendations.
- Experience in the healthcare industry

Who we are:

- We are committed to transparent processes that promotes collaboration
- We encourage high performance employees who want to take on increased challenges and responsibilities.
- We are working hard to create an environment where team thinking flourishes.

Salary commensurate with experience. This is a full time position with health, dental, vision, and life insurance, and 401(k) plan. Contact Gregory Lovinski, glovinski@new-innov.com to apply.