

UX Designer

Proposed Salary Range: \$94,283 – \$120,000 (Annual)

JOB DESCRIPTION

Equity and inclusion is central to the NYC Digital Service. We are looking for a UX Designer who has a keen sense of design and is passionate about accessibility, language access, user-centered design, and responsiveness. The UX designer consistently and persistently advocates for the needs of our main users: New Yorkers.

The UX Designer does a lot of user research and prototyping in collaboration with the Design Lab Director. They will need to be familiar with collaborative design tools like Figma in order to deliver value quickly to our stakeholders.

A normal day for the UX Designer would be taking part in user interviews and research, building prototypes and showing it in user interviews and to stakeholders. You will be collaborating with the development team in building the application through the designs you have made in Figma. They will be deeply involved with the design lifecycle from iterating the designs based on user feedback, to going pixel by pixel with the frontend developers in making sure that every component looks good. You will test the digital tools' accessibility and language access, filing bug tickets if the aria-label is off, the text-to-voice sequencing isn't correct, or that the Arabic left-to-right formatting is off.

Your vision is what gets turned into code, and will eventually turn into a full-fledged digital service for New Yorkers. Your success will mean that everyone — and we mean *everyone* — receives the best digital service New York City can offer. You are on the frontlines of New York City's digital transformation. If you are interested in bringing equity and inclusion into the digital services New York has to offer, click to apply below.

RESPONSIBILITIES

- Lead user experience research and design as part of MOCTO's Design Lab;
- Collaborate with Innovation and Digital units, among others, to ensure that their services are user-centered and maximally effective;
- Lead design sessions to gain insights into user behavior;
- Create personas through user research and data;
- Define interaction models and evaluate success;
- Develop wireframes and prototypes related to user needs;
- Perform special technology-related projects, as assigned.

PREFERRED SKILLS

- Deep familiarity with design frameworks;
- Experience leading human-centered design workshops;
- Familiar with interaction design and information architecture;
- Knowledge of front-end development is a plus;
- Problem-solving orientation;
- Empathy toward others;
- A growth mindset.

REQUIREMENTS

1. For Assignment Level I (only physical, biological and environmental sciences and public health) A master's degree from an accredited college or university with a specialization in an appropriate field of physical, biological or environmental science or in public health.
2. To be appointed to Assignment Level II and above, candidates must have:
 - A doctorate degree from an accredited college or university with specialization in an appropriate field of physical, biological, environmental or social science and one year of full-time experience in a responsible supervisory, administrative or research capacity in the appropriate field of specialization; or
 - A master's degree from an accredited college or university with specialization in an appropriate field of physical, biological, environmental or social science and three years of responsible full-time research experience in the appropriate field of specialization; or
 - Education and/or experience which is equivalent to "1" or "2" above. However, all candidates must have at least a master's degree in an appropriate field of specialization and at least two years of experience described in "2" above. Two years as a City Research Scientist Level I can be substituted for the experience required in "1" and "2" above.
3. NYC Residency*

**New York City residency is generally required within 90 days of appointment. However, City Employees in certain titles who have worked for the City for 2 continuous years may also be eligible to reside in Nassau, Suffolk, Putnam, Westchester, Rockland, or Orange County. To determine if the residency requirement applies to you, please discuss with the agency representative at the time of interview.*