

Design, Technology, and Innovation Fellow: Service Designer

We're looking for an experienced service designer to serve on multidisciplinary project teams with career civil servants, actively demonstrating the value of iterative development and user-centered design. Our teams are working to improve a wide range of city services, including researching and redesigning our [permitting processes](#), prototyping ways to change behaviors around [recycling and composting](#), building the next generation of [ATXFloods](#), improving services for people experiencing homelessness, and creating city-wide standards for service design, web development, and user research.

You'll also serve as an expert and educator in your discipline, establishing new practices that can work across departments and providing guidance and training for other fellows and city staff.

Salary

\$75,000-\$86,000, commensurate with experience

What you'll do:

- Serve on multidisciplinary teams to reimagine how we provide city services
- Design artifacts to communicate with team members, stakeholders, and the public, including service blueprints, journey maps, prototypes, personas, and others
- Guide and coach team members and stakeholders on service design methods, especially colleagues who are taking on new tasks and roles within service design and user research

- Pursue continuing engagement with internal and external users, and participate in planning and conducting thoughtful and ethical user research
- Participate in establishing standards for services across the city to improve usability, accessibility, and efficiency
- Commit to making what we build fully accessible to the people we serve
- Work with stakeholders to assess legacy systems and identify opportunities for improved user experience and the sustainability of future systems
- Share what we make and how we make it through meetups, blog posts, and other functions
- Serve as a subject matter expert in the hiring process for additional Design, Technology, and Innovation Fellows

What we're looking for

- 3+ years of professional experience designing large-scale services
- Knowledge of lean and agile design methodologies, including expertise in determining when and how to use specific approaches, deliverables, and facilitation methods
- Experience facilitating workshops and other meetings with senior-level stakeholders
- Ability to engage with a wide range of digital specialists, subject-matter experts, stakeholders, and the public to determine the best approaches to a problem
- Experience planning, conducting, and analyzing qualitative user research
- Knowledge of web standards and best practices related to accessibility, usability, and writing for the web
- A passion for public service and a commitment to doing the hard work that's necessary to improve our city services

Minimum qualifications

- Two years of relevant work experience
- Graduation from an accredited four-year college or university with major course work in a related field. An additional 4 years of experience can substitute this education requirement.