Associate Manager - Experience Design

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Company: Infosys Limited

Location: Netherlands

Category: computer-and-mathematical

Senior User Researcher

Associate Manager - Experience Design

117636BR

Job Description

Working with product teams, you identify research needs, arrive at a well-founded prioritization and manage the resulting projects end-to-end, combining multiple research methodologies with data driven insights. You operate highly autonomously and claim ownership over the entire process, from ideation, design, budget and setting up research, to the actual execution, analysis and reporting.

That does not mean that you are alone, because you are a (very welcome!) member of the Design team. You communicate clearly about findings and insights and inspire colleagues within the Design teams to conduct their own research. This is the ideal position if you are curious and have a positive/critical attitude, and enjoy exploring different research topics. You support product teams, where you strive not only to 'feed' them with insights but, when & where desirable, also help to conduct research themselves, for example by advising on methodologies, what data to look at and developing an action plan.

Sharing research results by documenting and presenting them. Tracking and evaluating the impact of user research: what do the various stakeholders do with it and is that sufficient or is there more to be gained from the insights?

WHAT WE NEED FROM YOU

You must have worked in an agency in a senior client facing role for at least five years.

You must have experience setting up user research programs and identifying opportunities for user research in the Digital Product Design Process

You must have a proven track record of implementing user research methodologies

You must be well versed in the latest user research tools

You must have experience building relationships with senior client stakeholders, presenting user research findings and running workshops.

You must have experience working on large global digital programs, collaborating with team members from different disciplines in different countries.

WHAT YOU'LL DO

Conduct thorough user research for entertainment and internet connectivity products, employing methods such as surveys, interviews, usability testing, and analytics analysis.

Collaborate closely with cross-functional teams, including designers, product managers, and developers.

Distil user insights into actionable recommendations to inform and guide the design process.

Identify pain points and uncover opportunities for improvement in digital products.

Ensure digital products are intuitive and user-friendly based on user feedback and research findings.

Contribute to the creation and maintenance of user personas, journey maps, and other research artefacts.

Foster a user-centric mindset across the entire product development lifecycle.

Shape innovative, user-focused solutions that align with business objectives and elevate the overall user experience.

WHAT YOU'RE LIKE

You are a passionate and detail-oriented User Researcher with a keen interest in the intersection of technology, entertainment, and internet connectivity. Your excellent

communication and interpersonal skills make you adept at collaborating with cross-functional teams to gain a deep understanding of user needs and preferences. Your approach to user research is methodical, utilising a diverse set of tools and techniques, including surveys, interviews, usability testing, and analytics analysis, to uncover actionable insights. You thrive in dynamic environments and bring a proactive mindset to identifying pain points and opportunities for improvement in digital products. You are dedicated to shaping innovative and user-friendly solutions that align with business objectives, ensuring an exceptional user experience in the realm of entertainment and internet connectivity products.

WHAT YOU'VE GOT

Proven experience as a User Researcher with a focus on digital products, preferably in the fields of technology, entertainment, or internet connectivity.

Demonstrated expertise in conducting user research using various methods, including surveys, interviews, usability testing, and analytics analysis.

Strong collaboration skills, with a track record of working effectively with cross-functional teams, including designers, product managers, and developers.

Experience distilling user insights into actionable recommendations to inform and guide the design process.

Background in identifying pain points and uncovering opportunities for improvement in digital products based on user feedback and research findings.

Track record of ensuring digital products are intuitive and user-friendly, addressing specific needs and preferences of the target audience.

Proven contribution to the creation and maintenance of user personas, journey maps, and other research artifacts.

Familiarity with maintaining a user-centric mindset throughout the entire product development lifecycle.

Ability to shape innovative, user-focused solutions that align with business objectives and enhance the overall user experience in the realms of entertainment and internet connectivity.

Country

Netherlands

State / Region / Province

Zuid-Holland

Work Location

Den Haag

Interest Group

Infosys Limited

Skillset

Domain|Communication Design|User research

Company

ITL Netherlands

Role Designation

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