



Title: Sr. User Experience (UX) Designer

About the Company

LogicTree is a fast-paced and aggressive growth organization. We are a dynamic company that uses leading-edge technology to develop business-to-business, business-to-government, and business and government to consumer and citizen Information Delivery Solutions through speech, web, and multi-modal interfaces.

We are seeking a Sr. User Experience (UX) Designer to help lead the design of world class speech-enabled telephony, web and mobile applications. These user centered, multi-modal applications, are used by millions of people in some of the largest metro areas in the U.S. The successful candidate will possess the ability to work effectively with clients, subject matter experts, and engineers.

Scope of Responsibilities/Expectations:

The Sr. UX Designer is responsible for the planning, design, documentation, development, testing, deployment and tuning of user interfaces and user experience concepts. They are the champion of the end-user, promoting user-centered design methodologies throughout the company. In addition to fulfilling the responsibilities of a UX Designer, the Sr. UX Designer is responsible for designing large-scale features and reusable product components. They will guide, coach and mentor other UX team members, leading projects and driving internal improvements of our documentation practices and all UX processes.

Primary Responsibilities:

- Lead and perform user centered interaction design for:
 - o Voice dialogs for telephony applications
 - o Website interaction models and wireframes
- Design and define usability efforts and metrics
- Create and improve existing design and production processes
- Lead and perform the design of reusable application components
- Resolve and document detailed design and implementation issues
- Lead and perform the design of site maps/screen-flow maps, design recommendations / proposals, and working prototypes for speech, web, mobile and multi-modal application/product suite
- Lead on-site / remote design reviews with clients and partners
- Hands on oversight of QA from a user perspective
- Actively assist in pre-sales activities, including presentations and client meetings
- Maintain and enforce the design style guide as a means to provide a consistent and brand-compliant user experience
- Guide, coach and mentor other UX team members as necessary

Qualifications:

- BA or above in Psychology, Computer Science, Linguistics, Industrial/ Interaction Design, Human-Computer Interaction, Human Factors, Anthropology and/or Cognitive Science or related fields (Preferred: emphasis on human factors design)
- At least five years designing and deploying world class user interfaces (in both speech and web)
- An advanced understanding of various speech recognition technologies (ASR, TTS, NLP).
- Strong understanding of the challenges in telephony based speech recognition applications
- An understanding of branding in the voice environment, including persona and audio logos

- Strong experience with user centered concept development, design and process methodology, scenario planning, use cases, user interface modeling, information design, interaction design, task flows, usability testing, and user research
- Knowledge of human factors and industry best practices in interface design (and a knowledge of their applicability)
- Experience with mobile application design and development
- Experience in software product innovation
- Successful history of client interaction including experience in setting and managing client expectations, on-site/remote design reviews
- Ability to perform well on open-ended tasks with little to no direction, changing requirements and dynamic deadlines
- Strong interpersonal skills and team leadership experience
- Able to work directly with developers and engineers for design discussion and issue resolution
- Well versed in MS Office and MS Visio
- Excellent communication skills (written and oral)

Ideal candidate may also possess:

- Skills in GSL, GRXML, SSML, C, C#, C++, Java, Perl, JSP, SQL, VoiceXML, Adobe CS3 (or newer)