



Code: 06A1

Family: Information Technology

Service: Administrative

Group: Clerical, Accounting, and General Office

Series: Information Technology

CLASS TITLE: SENIOR USER EXPERIENCE DESIGNER

CHARACTERISTICS OF THE CLASS

Under general supervision, functions as a technical expert in Human Computer Interaction (HCI) facilitating and performing City design methods, developing and maintaining the web design system and usability and accessibility standards and guidelines, and performs related duties as required

ESSENTIAL DUTIES

- Meets with project stakeholders to establish project user experience goals and business needs for design services
- Collaborates with project management and engineering to define and implement innovative solutions for the product direction, visuals, and experience
- Creates wireframes, storyboards, user stories, process flows, mockups and site maps to effectively communicate interaction and design ideas optimized for a wide range of devices and interfaces
- Conducts user research interviews and usability and accessibility tests on websites and applications and reports findings
- Monitors emerging trends and technologies and updates the City's digital experience design practices and tools as capabilities and resident behaviors change
- Establishes and communicates Citywide standards and guidelines via blog posts and other online content describing the work, process and teams
- Ensures that work products meet Web Content Accessibility Guidelines (WCAG) 2.0 standard requirements
- Conducts competitive analysis of other websites or applications that operate in the same space
- Trains city teams and vendors on design standards to ensure that all City-owned digital properties achieve high-quality results

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Six (6) years of user experience design work experience, **OR**
- Graduation from an accredited college with an Associate's degree in Human Computer Interaction, User Experience, Cognitive Science, Visual Design, or a directly related field, plus four (4) years of work experience in user experience design, **OR**
- Graduation from an accredited college or university with a Bachelor's degree in Human Computer Interaction, User Experience, Cognitive Science, Visual Design, or a directly related field, plus two (2) years of work experience in user experience design, **OR**
- Graduation from an accredited college or university with a Master's degree or higher in Human Computer Interaction, User Experience, Cognitive Science, Visual Design, or a directly related field, plus one (1) year of work experience in user experience design

Licensure, Certification, or Other Qualifications

- One year of experience with HTML, CSS, Jekyll **is preferred**
- One year of Github experience **is preferred**

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator, adding machine)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Comprehensive knowledge of:

- *concepts related to user experience, human computer interaction, and user centered design methodologies and best practices
- web publishing standards and best practices related to accessibility, usability, and writing for the web
- methods, practices, and procedures for creating user experience deliverables

Moderate knowledge of:

- methods, practices, and procedures for analyzing business needs

Knowledge of applicable City and department ordinances, policies, procedures, rules, regulations, and ordinances

Skills

- *ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *COMPLEX PROBLEM SOLVING – Identify complex problems and review related information to develop and evaluate options and implement solutions
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one
- *SYSTEMS EVALUATION - Identify measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system
- *TECHNOLOGY DESIGN – Generate or adapt equipment and technology to serve user needs

- *SYSTEMS ANALYSIS - Determine how a system should work and how changes in conditions, operations, and the environment will affect outcomes
- *SYSTEMS EVALUATION - Identify measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system
- *TECHNOLOGY DESIGN – Generate or adapt equipment and technology to serve user needs
- *TROUBLESHOOTING – Determine causes of operating errors and decide what to do about it

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- MAKE SENSE OF INFORMATION – Quickly make sense of, combine, and organize information into meaningful patterns

Other Work Requirements

- INITIATIVE – Demonstrate willingness to take on job challenges
- LEADERSHIP – Demonstrate willingness to lead, take charge, and offer opinions and direction
- DEPENDABILITY – Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL – Pay careful attention to detail and thoroughness in completing work tasks
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems
- INNOVATION – Think creatively about alternatives to come up with new ideas for and answers to work-related problems

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
May, 2019; May, 2025