

## **User Experience Specialist**

**eircom** is driven by innovation and has a passion for the future, just like you! We are a dynamic company and are constantly looking for new ways to improve our products and service offerings.

As the incumbent fixed-line telecommunications provider, eircom has the most extensive fixed-line telecommunications network in Ireland in terms of both capacity and geographic reach. The company has over 1.2 million customers and provides a comprehensive range of advanced voice, data and internet services to the residential, business and enterprise markets. We provide and integrate a full range of communications products and services that connects Ireland to the world.

Our success is based as much on our future friendly team as the innovative internet, voice, data and wireless products and solutions we offer. We believe that you will find our high-performance culture personally fulfilling & professionally challenging. Does this sound like something you want to be a part of?

### **Position Overview:**

Reporting to the **Director of Online** the **User Experience Specialist** will be responsible for ensuring the online experience is user-centric and enables our customers to achieve their online goals. The role will develop, implement and champion best practice user-centric standards and processes that result in increased ROI from our online channel.

This position will be located in our offices in Heuston South Quarter.

### **Responsibilities:**

#### **Develops a user-centric design process for all online interfaces (web and mobile)**

Creates and maintains a toolkit of user-centric design processes and standards that translate business requirements into best practice online interaction designs.

Leverages proven research practices and HCI design principles (such as concept mapping, card sorting, task analysis scenario development, use case development, ethnographic research and personas creation)

Ensures these processes are embedded in broader online operating model and embraced by all relevant stakeholders.

Defines user experience guidelines and usability standards for eircom's online properties.

#### **Champions user-centricity throughout eircom**

Champions a user-centric design culture in eircom by quantifying and communicating its value and demonstrating its linkage to our internal ("Our Way") and brand values

Influences a multi-disciplinary team to deliver the best online user experience designs.

Applies and shares relevant UX design skills, techniques and tools to enable the delivery of world class service designs throughout eircom

Monitors industry research, market trends, and evolving platforms and technologies related to user experience

### **Identifies and address user experience problems**

Identifies existing user interface design problems

Proposes solutions and supports with quantified business case

Owns delivery of solution and measurement of ROI

### **User experience measurement and improvement**

Introduces an appropriate measurement for user experience quality and results, defines target and ensures they are achieved

Aligns with broader customer measurement KPIs (eg. Net Promoter Score)

### **Relationship Management**

Gain director approval and sponsorship of user-centric design approach.

Develop appropriate relationships, governance and communication processes (formal and informal) with all functional areas that impact online user experience

Behaves according to “Our Way” values

### **Required Experience:**

Strong HCI skills and ability to create storyboards, wireframes, use case flows, information architectures, navigation maps and screen layouts

Proficiency in industry standard applications such as HTML, CSS, Flash, Publishing Systems.

Expert in industry standard UI software such as Visio, Omni Graffle, Illustrator, Photoshop, Powerpoint and Acrobat.

### **To Apply:**

To apply for this position please send an up to date CV, quoting the job title in the subject line to [recruit@eircom.ie](mailto:recruit@eircom.ie).