

# Work Process Schedule

WORK PROCESS SCHEDULE		O*NET-Code: 15-1255.00
User Experience Designer		RAPIDS Code: 2098CB
<b>Job Title:</b> User Experience Designer		
<b>Level:</b>	<b>Specialization:</b>	
<b>Stackable Program:</b> __Yes __No		
<b>Base Occupation Name:</b>		
<b>Company Contact:</b>		
<b>Address:</b>	<b>Phone:</b>	<b>Email:</b>
<b>Apprenticeship Type:</b> <input checked="" type="checkbox"/> _X_Compentency-based <input type="checkbox"/> _Time-based <input type="checkbox"/> _Hybrid	<b>Prerequisites:</b>	

Job Function 1: Conducts generative research with internal and external users to better understand their problems, context, and experiences			
Competencies	Core or Optional	RTI	OJT
A. Supports project team members in research and documents customer and employee feedback	Core		
B. Assists with user interviews and surveys to conduct competitive analysis of in-market solutions and services	Core		

Job Function 2: Synthesizes insights to define user problems			
Competencies	Core or Optional	RTI	OJT
A. Reviews current product usage analytics and performance metrics to identify patterns and potential areas of optimization	Core		
B. Reviews existing research to identify patterns in customer and employee problems and strategic opportunities	Core		

C. Connects quantitative data with qualitative findings from customer and employee research to provide a deeper understanding of performance or areas of opportunity	Core		
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**Job Function 3: Uses design-thinking methodologies to identify and present user-centric solutions.**

Competencies	Core or Optional	RTI	OJT
A. Anticipates user needs and advocates for customer-centric solutions to problems throughout the product lifecycle	Core		
B. Facilitates conversations with project teams and partners	Core		
C. Conveys customer empathy through stories	Core		
D. Balances user needs with business goals when brainstorming solutions	Core		

**Job Function 4: Prototypes solutions for quick feedback and iteration**

Competencies	Core or Optional	RTI	OJT
A. Assists team in storyboarding, developing concepts, and prototyping potential solutions for evaluation by customers and employees	Core		
B. Determines the right fidelity and creates prototypes—physical, digital, or hand drawn	Core		
C. Demonstrates best practices for User Interface patterns, knowledge of heuristics, and understanding of page hierarchy	Core		
D. Collaborates with engineers to deliver and ship high-quality designs of product	Core		

**Job Function 5: Conducts evaluative research to test design solutions and iterate better products, features, and experiences**

Competencies	Core or Optional	RTI	OJT
A. Solicits user feedback on products to improve the design	Core		
B. Prepares discussion guides and surveys	Core		
C. Synthesizes and communicates data findings to iterate better versions of the design	Core		

<b>Job Function 6: Confidently communicates, presents, and explains design solutions to project team, stakeholders, and partners</b>			
<b>Competencies</b>	<b>Core or Optional</b>	<b>RTI</b>	<b>OJT</b>
A. Communicates the user problem statement, project vision, and how the team plans to measure success	Core		
B. Explains the design process, user feedback, and ongoing iterative development	Core		
C. Presents confidently, speaking at the right level for the audience and confirming understanding	Core		
D. Displays best practices in presenting projects and giving and receiving feedback	Core		

<b>Job Function 7: Develops a User Experience Designer portfolio</b>			
<b>Competencies</b>	<b>Core or Optional</b>	<b>RTI</b>	<b>OJT</b>
A. Develops a portfolio showcasing key skills pertinent to User Experience design	Optional		
B. Demonstrates continuing education in UX design	Core		