



Senior UX Designer

SnapComms is a fast-growing, global leader in SaaS employee communications and engagement solutions with over 600 customers and 2.5 million users.

Solving the seemingly insurmountable problem of information-overload and message-fatigue is the reason SnapComms exists. We passionately believe that enabling organizations with a simple, intuitive, easy to use platform that can deliver the right message, in the right way, to the right people, at the right time, every time is the answer. Empowering employees starts with exceptional employee engagement, so delivering a complete communications experience that increases motivations, fuels aspirations and enhances productivity is what inspires us every day to do better!

We are now on the lookout for an experienced Senior UX Designer with strong, proven experience in UX design. This is a newly created role and a great opportunity to work for an award-winning software company.

The Senior UX Designer role will be responsible for solving complex usability problems, creating a simple, easy to use and joyful desktop and mobile experience. The primary responsibility will be to understand our customer needs through user research, user journey design, prototyping and the detailed design of user experience, that not only delights our users but **'gets employee attention'**. In addition, the role will also support the growth and maturity of the UX practice through recruitment, coaching and applying UX frameworks and practices across the team.

Your designs are well-considered, taking into account scalability, accessibility and leading best practice design principles. You collaborate end-to-end across every project with product managers and engineers. You take your team along the journey and maintain cohesion through communicating relevant information upstream and downstream.

This role comes with considerable autonomy and is ideally suited to someone who is sufficiently confident and motivated to make a real impact on SnapComms market aspirations and future success.

Responsibilities

- Work alongside product managers to gain a strong understanding of and empathy for the user's needs and objectives. You will implement user research techniques throughout the product development lifecycle (contextual enquiry, interviews & user testing) to ensure user input is naturally part of how we build product.
- Leading the creation and maintenance of a design system in collaboration with engineering to support consistency and efficiency. Creating space for more creative design initiatives.
- Contributing to the product strategy by championing the user's need and highlighting the value of user experience and leading the design vision to support the product strategy.
- You will have strong visual design skills, taking your user journey from concept to development ready.
- You'll work in collaboration with front end engineering during development for short feedback loops.
- Develop design solutions through facilitating workshops, leading co-design sessions and collaborating with other designers and the wider product team.
- Working with product marketing and marketing to deliver design artefacts for launches and campaigns.
- Work closely with marketing to ensure the customer experience is seamless from website through to the product.
- Drive practice maturity through the implementation of UX practices and frameworks when needed.
- Define metrics and measure the success of your work.
- Plan and conduct a range of iterative design activities that solve problems early and clearly - from sketches, mock-ups, low-fidelity prototypes to high-fidelity and interactive UI designs

Skills and Experience required

- 5+ years of SaaS product design experience
- You are curious and a keen learner with a growth-mindset
- You are a creative problem solver at heart. Complex problems don't scare you; you relish the challenge.
- Being detail focused is essential
- You are interested in user psychology and keep up to date with usability, design patterns and trends.
- You practice Lean UX method and are insights-driven in your design thinking
- You'll have a strong understanding of an iterative design approach for product development in order to deliver value regularly to customers.
- A design-thinking mindset through education (Bachelor of Design, Visual Arts, Architecture, Industrial Design, or Communications) or equivalent industry experience.
- Experienced in designing products, or working with teams who build with web technologies;
- Experienced with or knowledge of a visual design and prototyping tools like Sketch, Invision, Adobe Illustrator;
- You'll have experience with wireframing tools like UX pin and Balsamiq
- An understanding of how your designs get translated into code through HTML, CSS, JS.

Some of the amazing things about SnapComms

- We are in the heart of beautiful Takapuna in modern offices that have been purpose-built for us and we are mere metres away from the famous Takapuna Beach. Our offices are full of natural light, we have awesome decks to enjoy the Seaview and the summer ocean breeze

- As a company, we are big on setting goals that all our different teams can work together on achieving. This brings a lot of cross-functional activity and collaboration to the business, helps stop silos forming and makes us all feel like we own a piece of the jigsaw AND we all get to celebrate in each other's success!
- Our culture at SnapComms is everything! We pride ourselves on having an awesome culture that is friendly, supportive and transparent while at the same time being aspirational, progressive and successful. As a global business, we seek to inject an international flavour into all that we do which is very evident in SnapComms being a truly multicultural organisation where diversity and inclusion is part of our DNA.
- We are big on family and understand our employees have lives outside of the office, so we firmly believe in and advocate for work-life balance.
- We offer many benefits here at SnapComms; including a Commute to Work incentive for those who use alternative means of transport

If the above sounds like you, go ahead and apply by sending your CV and a cover letter telling us a bit about you, why this opportunity excited you and how your experience can contribute to our success to chantelle.hilleard@snapcomms.com