UX Designer

Pragmatic Institute provides practical, actionable training and hands-on learning experiences, both online and in-person. Together, our three practices—product, design and data—create a robust professional education platform that enables us to help organizations transform key roles into powerful contributors and differentiators. Our client list reads like a who's who of today's biggest technology and Fortune 500 companies and our alumni rival Apple in their brand fanaticism and they all look to us to deliver the highest quality education experiences.

That is where you come in. We are looking for an experienced, passionate UX designer to help us create outstanding customer experiences that delight the user and drive customer behaviors. You will partner with product, marketing and development teams to design and improve the user experience across the Pragmatic ecosystem. That means you'll have your hands in all types of exciting projects from websites and shopping carts, to our new set of digital applications and LMS tools, as well as the in-class experience itself.

This role will have the opportunity to deliver real impact by elevating our existing product experiences, and by helping us create the next generation of offerings.

A link to your UX design portfolio is required to apply for this position.

Responsibilities:

- Collaborate with product management, marketing and engineering to define and implement innovative solutions for the digital direction and experience
- Gain an understanding of our users behavior and pain points to use as the driving factors in your design process
- Create wireframes, storyboards, user flows, process flows and site maps to effectively communicate interaction and design ideas that optimize workflows, eliminate friction and increase engagement
- Apply a user-centered design approach; rapidly test and iterate your designs, balancing team recommendations with research, analytics, usability testing, customer insights and other quantitative/qualitative insights to continually improve designs
- Establish and promote design guidelines, best practices and standards
- Research and stay on top of current design trends and best practices
- Participate in design critiques to leverage critical feedback on improving customer experiences

Requirements:

- You are a collaborative, prototyping expert with a passion for innovation and human-centered design
- Skilled in explaining your work, process, and decisions to cross-functional stakeholders and executives

- Crave feedback to help you iterate and produce your best work
- Can prototype experiences, including the ability to gauge the appropriate fidelity for the objective
- Solid experience in creating wireframes, storyboards, user flows, process flows and site maps
- Strong business know-how with an understanding of business metrics and the ability to translate company goals and objectives into digital experiences
- A solid grasp of user-centered design process and testing methodologies, subsystems, and usability and accessibility concerns
- 5+ years of relevant UX experience
- BS/MS in Human-Computer Interaction, Interaction Design, or related preferred
- Strong analytical thinking skills with the demonstrated ability to understand and reconcile complex, interdependent and occasionally competing requirements
- Knowledge of industry tools such as Sketch, InVision, Adobe Creative Suite, UXPin, Illustrator, Zeplin or OmniGraffle
- An exceptional portfolio demonstrating experience with and passion for user-centered designs and iterative approaches that deliver results
- Experience in the education or training space a plus
- We move fast around here so flexibility, transparency, and a passion for expanding your personal toolbox of skills are key qualities we look for in our team

What We Bring to the Table

We are a team of passionate, driven collaborators working remotely all around the US who are dedicated to changing the face of professional education. We've made the Inc. 5000 fastest growing company list 9 times and we've been named one of the best places to work in Arizona. We offer 18 PTO & sick days (in addition to the week between Christmas and New Year's off) and 90% paid medical for you and yours. We take our work, but not ourselves, seriously and are looking for someone to join the team who is ready to make real impact.