UX Researcher

Minimum qualifications:
- Degree in human-computer interaction, human factors, psychology, anthropology, social sciences, or similar
- 3+ years of practical experience with qualitative research methods
- Proven ability to plan, design, and execute user research studies from start to finish
- Keen sense of empathy and a curiosity about people and what makes them do what they do

Preferred qualifications:
- Experience leading user research and testing of SaaS products
- Experience working empirically & iteratively with designers to sketch, prototype, and test ideas
- Experience collecting user data from web applications (Google Analytics, etc.)
- Ability to quickly analyze and present data to influence product design and implementation.
- Confident participant in concept development, open to new ways of solving the problems at hand
- Comfortable testing prototypes of varying fidelity, and providing clear and thoughtful feedback
- Strong desire to put users at the center and make our products simple and easy to use

Job Description

As a UX researcher at Paperpal, you will help inform product design decisions to create world class user experiences. You will work with our Designers and Product Managers and identify the best methods to extract actionable user insights and share your findings with both internal and external stakeholders, to increase the empathy of our organization and ensure that our products constantly improve.

You'll work with a passionate team to bring new features from ideas to reality. As the voice of the user in product conversations, your primary responsibility will be to conduct research that engages our team and impacts product design and quality.

Responsibilities:
- Define and implement the overall research strategy for a deeply technical domain
- Work with Product Manager and the Design team to define research problems, pick a suitable methodology, write interview guides, and produce assets required for user studies
- Recruit, screen, schedule participants, and facilitate focus groups and user interviews
- Communicate your findings through persuasive and compelling reports and presentations
- Facilitate innovation workshops with multidisciplinary teams to inspire creative solutions

About Paperpal.com

Paperpal is developing superpowers for academic researchers. We are a highly distributed team working out of the EU and Asia. We believe that brilliant product design and advanced machine learning can help researchers find, write, and submit better science faster. Paperpal is backed by Cactus Communications, the leading provider of professional services to academic authors, with a global workforce of over 3,000 experts and millions of customers in over 190 countries.

Paperpal is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to age, ancestry, color, family or medical care leave, gender identity or expression, genetic information, marital status, medical condition, national origin, physical or mental disability, political affiliation, protected veteran status, race, religion, sex (including pregnancy), sexual orientation, or any other characteristic protected by applicable laws, regulations, and ordinances.

Application process

If this role interests you, please email us at hello@paperpal.com.