

POSITION DESCRIPTION: UX/UI DESIGN MANAGER

Visible Network Labs (VNL) is looking for a UX/UI DESIGN MANAGER who is a dynamic self-starter eager to help make VNL's mission and vision a reality by supporting, shaping, and implementing the product design vision for the organization.

Visible Network Labs works with national and international partners, including the Robert Wood Johnson Foundation, the Annie E Casey Foundation, Bill and Melinda Gates Foundation, and other thought leaders to track ecosystem data over time using technology to build organizational outcome strategies and enhance personal well-being and health. If you want to join a mission-driven, innovative, and dynamic team and use your skills to develop tools for social and systems change, we would love to hear from you!

Position Description: Reporting to the Director of Product Management, the UX/UI Design Manager will shape and own the product design vision and experience strategy, and be responsible for leveling up the product user experiences across all core products and services. You will collaborate with colleagues in Product, Engineering, Data, Customer Experience and Sales/Marketing to conceptualize and actualize product roadmaps items into usable, useful and delightful product experiences. The primary responsibilities of a UX/UI Design Manager is to capture User Experience (UX) feedback and create innovative, functional designs that will guide the development team's work.

You Are:

- Immensely creative, have an acute sense of aesthetics and style, emotional intelligence, and the ability to tell a story
- Keenly aware of interactive design standards as well as emerging new technology
- Knowledgeable of engineering science and technology and have experience with agile process
- Adaptable in a small but quickly growing organization
- Dynamic, creative, and effective at engaging and influencing a variety of audiences

You Will:

- Be a tireless advocate for the user perspective and experience within the organization
- Develop product design concepts from requirements in collaboration with the product management and the client success manager and refine in collaboration with clients
- Create wireframes, storyboards, user flows, process flows and site maps to effectively communicate interaction design ideas
- Organize and manage an effective process for confirming product design specifications with internal colleagues and external clients
- Apply Human Centered Design concepts to applications and interfaces
- Prepare final design comps and design specifications through sketches and support the product development process
- Present and clearly communicate designs and key milestone deliverables to peers and stakeholders
- Collaborate with product management and engineering to define and implement innovative solutions for the product direction, visuals and experience
- Capture internal and external feedback on designs
- Set schedules for feature completion with clients, developers, and peers on the Product Team, adhering to budgets and sprint schedules
- Troubleshoot design problems that may arise during the design process

Bonus Points:

- Have UX Research Experience

- Have experience in the Healthcare/Public Health Sector
- Have experience in network science or social connectedness SME

Why You Should Apply:

- VNL is a mission-driven organization with passionate team members working together to improve social connectedness.
- Continuous career development and growth opportunities as this small organization continues to grow and scale.
- Friendly, inclusive, and collaborative organizational culture.

Specific Duties:

- Apply expert understanding of usability principles and practices to interaction and visual design.
- Utilize user-centered research methods to understand the customers who use these products, empathize with them, and drive product insight and innovation.
- Impact business goals through effective and efficient development of design solutions.
- See "behind the scenes" of ideas, feedback, and problems to create highly structured, systematic, and effective product experiences that meet business goals and user needs.
- Collaborate with the Product team to foster user-centric design process and culture across products.
- Refine existing design processes, identifying and establishing any missing best practices.
- Partner with Product Management on near-term product decisions balancing user needs and feedback, optimal user experience, and stakeholder input.
- Ensure the platform structure and design aligns appropriately with the product strategy.
- Be a user advocate in product decisions with cross-functional peers during tradeoff, timeline, and experience discussions—considering the holistic user experience: including end to end user experience, information architecture, service design, and data display and data management.
- Stay well-informed of changing design technologies/methodologies and help drive process improvements and design strategy.
- Develop domain expertise in order to reconcile design best practices with business needs.
- Manage, coach and mentor individual contributors, contractors and interns on the tech team to continue to grow and evolve the capabilities of the team.
- Lead with a team-focused mindset to problem solving - pull in other team members into collaborative ideation sessions.
- Drive a sense of urgency in the tech team to deliver work, emphasizing the use of lean tools and techniques to more rapidly deliver work.
- Travel for retreats and in-person meetings are required throughout the year. On average, this ranges from 2-4 visits annually which may increase as the company grows.

Qualifications:

- B.S./B.A. degree in computer science, interaction design or a related field from an accredited college/university;
- 3-5+ years UI design experience or similar; experience within the healthcare IT industry preferred.
- Portfolio demonstrating exceptional quality in product design
- VNL requires that all employees provide proof of full vaccination for Covid-19 prior to the first day of employment. This means 2 doses of the Moderna or Pfizer vaccine or 1 dose of the Johnson & Johnson vaccine. Employees must also comply with any future federal guidance on Covid-19 booster shots. Exemptions from this policy may be granted for religious or medical reasons. This policy provides confidence to our clients (e.g. health care and those that require we have a vaccinated staff for funding) and other employees (e.g. when we have in-person meetings).
- Strength in systems thinking
- Ability to present your designs and promote your solutions to various stakeholders
- Experience strategizing and executing designs with product and engineering teams.
- Ability to solve problems creatively and effectively

Job Type/Pay: Full-time, salaried/exempt, range of \$70K-\$80K depending on experience; health/dental/vision, professional development, and retirement benefits.

Location: Denver, CO / Remote

About us: Visible Network Labs (VNL) is a social enterprise with a mission to support the use of data-driven strategies to coordinate ecosystems of people, organizations, and communities to achieve outcomes. We provide training, evaluation and research opportunities for collaborative innovation, and technology-based tools that help people leverage network science to strengthen supportive connections and improve the outcomes of their work.

VNL is a small team with a strong positive culture that anticipates growing over the coming months. Our team is made up of people focused on our core values and reaching goals for ourselves and our partners. We have a long history of working with the public, private, and nonprofit sectors, and over 20 years of doing training, facilitation, network, development and systems evaluation work. A sample of our clients include the Bill and Melinda Gates Foundation, Robert Wood Johnson Foundation, County Health Rankings and Roadmaps, ReThink Health, Kaiser Permanente, United States Department of Veterans Affairs, and dozens of other foundations, public health departments, universities, and other nonprofit, public, and private sector clients.

To apply

Submit your **resume**, **cover letter**, and contact information for **3 references** to kellysprong@visiblenetworklabs.com. Job is open until filled. Be prepared to discuss and demonstrate your skills and experience for this role.

We believe in the power of networks and know it's a proven strategy for success, so when you apply let us know how you are connected to VNL and/or our team. Who do you know that knows us? Are you connected to a community that we are connected to (Boomtown, CU Denver, Prime Health, etc.)?

VNL is an equal opportunity employer. All employment decisions at VNL are based on business needs, job requirements and individual qualifications without regard to race; color; religion or belief; gender identity or expression; national origin; political affiliation; sexual orientation; marital, civil union or domestic partnership status; mental, physical or sensory disability; genetic information; age; HIV status; membership in an employee organization; pregnancy; parental status; military service; or any other status protected by law. Candidates who are underrepresented in the field of computer science, computer programming, software development, and technology are strongly encouraged to apply.