Are you passionate about solving complex problems to help users achieve their goals? Would you like to be a part of NASA’s return to the Moon and beyond?

The San José State University Research Foundation (SJSURF) is looking for a senior research associate (UX Designer/Researcher) to help NASA get the right information, to the right people, at the right time. SJSURF works with civil servants from the Human-Computer Interaction (HCI) Research group to research, design, build, and manage enterprise web-applications for NASA engineers. The team works onsite at NASA Ames Research Center in Mountain View, CA, right in the heart of Silicon Valley.

In this role you will conduct research to deeply understand user needs, use those insights to iteratively explore the design space through HCI methods like prototyping or modeling, and collaborate with cross-functional team members to deploy and support human-centered solutions. We’re looking for a self-starter who is interested in the full life cycle of a project and participating in requirements gathering, project management, writing documentation, and communicating with NASA stakeholders.

The HCI Group defines diversity broadly as the entire universe of differences and similarities. We celebrate each team member’s unique experiences and believe that we do our best work in an environment that is open, collaborative, and inclusive. Our team values a healthy approach to our work, from accommodating an ergonomic work setup to maintaining a balanced work-life schedule with the ability to work remotely.

**ESSENTIAL DUTIES & RESPONSIBILITIES**

1. Work directly with NASA stakeholders to discover opportunities, gather requirements, and scope appropriate solutions that will address their underlying needs.
2. Understand complex engineering process flows by conducting user research at NASA centers across the country (in-person and remotely), and synthesize findings into actionable insights that can be efficiently shared amongst an interdisciplinary team and conveyed to NASA program management.

3. Participate in a rigorous iterative design process grounded in HCI methods
   a. Create user stories, flow diagrams, wireframes, and other information architecture deliverables.
   b. Work closely with your peers for design critiques and context-gathering.
   c. Run usability evaluations on current products or interactive prototypes with user communities.

4. Shepherd designs from inception to deployment by working closely with the development and quality assurance (QA) teams to specify well-scope, testable features.

5. Collaborate on the development and maintenance of our custom, web-based data integration platform by assisting product support, operations, and development teams in day-to-day efforts and designing new features to be implemented platform-wide.

6. Take ownership and guide the direction of individual products.

7. Take an active role in enhancing team performance by contributing to internal documentation and process improvement efforts.

INTERPERSONAL CONTACTS
- Reports to the project director.
- Interacts with SJSURF staff and civil service staff on a daily basis.

SUPERVISORY RESPONSIBILITIES
None, though may be called upon for advice and direction by others.

QUALIFICATIONS
Education and Experience
- Bachelor’s degree or equivalent training in computer science, psychology, human computer interaction or related discipline is required. Master’s degree preferred.
- 3 or more years’ experience in software development, user experience research, human computer interaction, and other relevant skills preferred.

Knowledge, Skills, Abilities Required
- Excellent human-computer interface research, design, and evaluation skills.
- Eagerness to participate in every aspect of the UX design process, from conception to long-term maintenance.
- Curiosity about NASA’s engineering processes, and an eagerness to work towards becoming a subject-matter expert in several engineering processes.
- Working knowledge of UX-adjacent disciplines, such as cognitive psychology, human factors, and development.
• Strong foundation in utilizing information architecture practices in the creation of usable workflows and data structures.
• Strong verbal and written communication skills, as well as the ability to clearly convey ideas through diagrams and design specifications.
• Ability to work within and bolster the processes of a multi-disciplinary product team.
• Able to independently manage time and determine how best to complete their objectives.

Physical Requirements
• Potential domestic travel.
• Located at the NASA Ames Research Center. Therefore, this employee must meet security qualifications for entrance to the Center.
• Candidate will be a U.S. citizen or permanent resident.

Complexity of Duties
• Exercises independent judgment in the management and completion of diverse and complex set of tasks.

NOTE: This position description intends to describe the general nature and level of work being performed by people assigned to this job. It is not intended to include all duties and responsibilities. The order in which duties and responsibilities are listed is not significant.

BENEFITS
The San José State University Research Foundation (SJSURF) provides excellent benefits package to benefited employees. The comprehensive benefit package includes:
   a) Ten company subsidized CalPERS health insurance plans to choose from (employee contributions differ according to plan and level of coverage).
   b) Employer paid dental and vision for both employee and eligible dependents.
   c) Life, AD&D, LTD with supplemental coverage opportunities.
   d) 13 paid federal & state holidays.
   e) Retirement Plan: 403 (b) employee contribution plan component and a 403 (b) employer contribution component, which vests immediately.
   f) Vacation hours accruals and separate sick hours accumulations.
   g) Employee discounts.
   h) Paid training and professional development conferences.

The San José State University Research Foundation (SJSURF) provides excellent benefits package to benefited employees. Please visit Benefits & Compensation page to get more details.

APPLICATION PROCEDURE
To apply for this position, an applicant must submit a formal application for employment, as well as a resume and a cover letter. The applicant may do this via e-mail. The formal employment application is located on the SJSURF website on the Forms page. Due to the COVID-19 health crisis, all candidates must submit their application materials to foundation-jobs@sjsu.edu.

Please address your formal application, your resume, and your letter of interest directly to:
San José State University Research Foundation
Attn: HR/Job Code: SRA UXR NASA
E-mail: Foundation-jobs@sjsu.edu
A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the SJSURF. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current SJSURF employees who apply for the position.

REASONABLE ACCOMMODATION

The San José State University Research Foundation (SJSURF) is committed to providing access, equal opportunity and reasonable accommodation for individuals with physical or mental disabilities in the employment, recruitment, examination, hiring and interviewing processes. If you are a job seeker with a physical or mental disability and require a reasonable accommodation to search, apply, or interview for a job opening or otherwise need a reasonable accommodation during the application and hiring process, please contact us at foundation-jobs@sjsu.edu. In the email message, please indicate your full name, phone number and the type of assistance required. You must not reveal the underlying medical reason for your needed reasonable accommodation or otherwise disclose confidential medical information.

ABOUT THE SJSU RESEARCH FOUNDATION

SJSURF employment is separate and distinct from San José State University or state of California employment. SJSURF employees are not employees of SJSU or of the state of California.

SJSURF is a non-profit auxiliary of San José State University. SJSURF is totally self-supported. The majority of the organization’s funding comes from the federal government, and other public and private entities. With annual revenues totaling over $65 million, programs managed through SJSURF cover a rich diversity of applied research, public services, and educational related activities.

SJSURF is an equal opportunity employer and does not discriminate on the basis of race, color, creed, gender, religion, marital status, registered domestic partner status, age, national origin, ancestry, physical or mental disability, medical condition, sex, genetic information, sexual orientation, military and veteran status or any other consideration made unlawful by federal, state, or local laws. It also prohibits unlawful discrimination based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics.