



State of California

## Office of Data and Innovation

401 I Street Suite 200, Sacramento, California 95814

### Duty Statement

Current     Proposed

Item	Position information
Office/Department	Office of Data and Innovation (ODI)
Unit/Section	CallInnovate
Classification	Research Data Specialist II
Working title	Senior UX Researcher
Position number	374-100-5758-001
Prepared date	12-13-2023
Effective date	
Name	Vacant

### General Statement

Under the general direction of the Research Manager, the Senior UX Researcher designs and leads a variety of time-sensitive, complex research projects related to digital product development, service design, state programs, and policy. We seek a mixed-methods researcher proficient in qualitative and quantitative methods. The incumbent is responsible for championing the voice of the Californian — generating user insights, translating insights into feature or policy recommendations, conducting rigorous evaluations, and communicating findings to stakeholders. The incumbent exhibits a high degree of independence, initiative, and originality. They are comfortable leading research sprints, identifying insights, problems and gaps, and building a narrative that directly informs program, policy, and product roadmaps and features. The Senior UX Researcher exhibits a high degree of independence, judgment,

and initiative, is creative and strategic in approaching research, passionate about helping people, and highly collaborative.

**Essential Functions**

%	Description
60%	<ul style="list-style-type: none"> <li>● Effectively combines quantitative and qualitative research skills with highly-developed written and verbal skills to lead, co-lead or serve as a collaborative team member on multiple time-sensitive research and analytical projects that influence the planning, design, and development of government products, tools and services.</li> <li>● Collaboratively builds, maintains or contributes to the research goals and plan for each assigned product or project. May use, for example, ethnographic fieldwork, usability tests, observational studies, survey design, statistical modeling and/or data visualization. Additionally, may conduct competitive/ market analysis to identify audience segments; develop user journeys that reflect the needs and friction points of those segments; and define and articulate needs for user personas within various scenarios.</li> <li>● Helps to incorporate a variety of inputs into research projects, including analytics, survey results, user behavior, and other data.</li> <li>● Sets up practices for recruiting participants for interviews, facilitating usability sessions, and documenting and synthesizing the information to create usability research recommendations.</li> <li>● Creates research materials including screeners, guides, and scripts and uses these materials to listen and discuss with Californians the challenges and opportunities surrounding a digital product.</li> <li>● Gathers user data and scopes, and creates user feedback loops for products.</li> </ul>
25%	<ul style="list-style-type: none"> <li>● Analyzes research data and quickly provides findings that can inform the decision-making process for products, projects or policies.</li> <li>● Communicates research results, including methodological choices, and recommendations quickly and efficiently, while working cross-functionally with colleagues in design, product management, engineering and content.</li> <li>● Synthesizes research project outcomes to identify cross-department project barriers or opportunities that ODI can better support.</li> <li>● Collaborates with colleagues on analyses and syntheses to increase internal consensus and challenge project assumptions as they are developed.</li> <li>● Develops clear and concise studies and reports.</li> <li>● Assists in developing multimedia and oral presentations to share compelling and actionable recommendations to partners in other departments.</li> </ul>

	<ul style="list-style-type: none"> <li>● Helps develop and present complex quantitative and qualitative data visually using charts, graphs, tables, and other appropriate methods in order to complete reports and/or develop presentations.</li> <li>● Supports envisioning workshops grounded in research observations and data with designers, product managers, engineers and other stakeholders.</li> </ul>
10%	<ul style="list-style-type: none"> <li>● Actively participates in departmental planning activities, team meetings, and brown bag lunches.</li> <li>● Mentors ODI interns. Builds and maintains a broad working knowledge of State of California departments, programs, and products by attending public programs, reading current publications, etc.</li> </ul>

**Marginal Functions**

5%	Perform other staff assignments as appropriate and required
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**Supervision Received**

The Research Data Specialist II will report to the Research Manager, with additional direction coming from the Deputy Director, User Research.

**Supervision Exercised**

None

**Working Conditions**

The employee regularly works in an indoor and climate-controlled office setting under artificial light. The employee’s workstation is located in Sacramento, CA, and is equipped with standard or ergonomic office equipment. May sit for an extended period using a keyboard and video display terminal. Based on departmental or operational needs, the employee may have a teleworking option. Occasional travel may be required to attend meetings in Sacramento, offsite, conferences, and/or training classes. On occasion, may require flexible work schedules, including some evening hours to complete assignments, meet deadlines, and provide support to the Directorate.

**Attendance**

Must maintain regular and acceptable attendance at such a level as is determined ODI’s sole discretion. Must be regularly available and willing to work the hours the department determines are necessary or desirable to meet its business needs.

**I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation.** \*(If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor.)

*A Reasonable Accommodation is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of their job or to enjoy an equal employment opportunity.*

Duties of this position are subject to change and may be revised as needed or required.

<b>Employee Signature</b>	<b>Employee Printed Name</b>	<b>Date</b>

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

<b>Supervisor Signature</b>	<b>Supervisor Printed Name</b>	<b>Date</b>



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### Duty Statement

Current     Proposed

Item	Position information
Office/Department	Office of Data and Innovation (ODI)
Unit/Section	CallInnovate
Classification	Research Data Specialist III
Working title	Senior UX Researcher
Position number	374-100-5770-XXX
Prepared date	12-13-2023
Effective date	
Name	Vacant

### General Statement

Under the general direction of the Research Manager, the Senior UX Researcher designs and leads a variety of time-sensitive, complex research projects related to digital product development, service design, state programs, and policy. We seek a mixed-methods researcher proficient in qualitative and quantitative methods. The incumbent is responsible for championing the voice of the Californian — generating user insights, translating insights into feature or policy recommendations, conducting rigorous evaluations, and communicating findings to stakeholders. They are comfortable leading research sprints, identifying insights, problems and gaps, and building a narrative that directly informs program, policy, and product roadmaps and features. The Senior UX Researcher exhibits a high degree of independence, judgment and initiative, is creative and strategic in approaching research, passionate about helping people, and highly collaborative.

## Essential Functions

%	Description
60%	<ul style="list-style-type: none"> <li>● Effectively combines quantitative and qualitative research skills with highly-developed written and verbal skills to lead, co-lead or serve as a collaborative team member on multiple time-sensitive research and analytical projects that influence the planning, design, and development of government products, tools and services.</li> <li>● Collaboratively builds, maintains or contributes to the research goals and plan for each assigned product or project.</li> <li>● Leads competitive/ market analysis to identify audience segments; develops user journeys that reflect the needs and friction points of those segments; and defines and articulates needs for user personas within various scenarios.</li> <li>● Incorporates a variety of inputs into research projects, including analytics, survey results, user behavior, and other data where the outcomes are used to advise department leaders in projects that could have major impact.</li> <li>● Leads practices for recruiting participants for interviews, facilitating usability sessions, and documenting and synthesizing the information to create usability research recommendations.</li> <li>● Creates and facilitates delivery of research materials including screeners, guides, and scripts. Leads discussions with Californians about the challenges and opportunities surrounding a digital product using these research materials.</li> <li>● Gathers user data and scopes, and creates user feedback loops for products.</li> </ul>
25%	<ul style="list-style-type: none"> <li>● Analyzes research data and quickly provides findings that can inform the decision-making process for products, projects or policies.</li> <li>● Communicates research results, including methodological choices, and recommendations quickly and efficiently, while working cross-functionally with colleagues in design, product management, engineering and content.</li> <li>● Synthesizes research project outcomes to identify cross-department project barriers or opportunities that ODI can better support.</li> <li>● Collaborates with colleagues on analyses and syntheses to increase internal consensus and challenge project assumptions as they are developed.</li> <li>● Develops clear and concise studies and reports and advises management on next steps pertaining to complex projects or activities.</li> <li>● Assists in developing multimedia and oral presentations to share compelling and actionable recommendations to partners in other departments.</li> </ul>

	<ul style="list-style-type: none"> <li>● Helps develop and present complex quantitative and qualitative data visually using charts, graphs, tables, and other appropriate methods in order to complete reports and/or develop presentations.</li> <li>● Supports envisioning workshops grounded in research observations and data with designers, product managers, engineers and other stakeholders.</li> <li>● Identifies new strategies or sources for collecting data pertaining to ODI projects.</li> </ul>
10%	<ul style="list-style-type: none"> <li>● Actively participates and/or leads departmental planning activities, team meetings, and brown bag lunches.</li> <li>● Mentors ODI interns.</li> <li>● Builds and maintains a broad working knowledge of State of California departments, programs, and products by attending public programs, reading current publications, etc.</li> </ul>

**Marginal Functions**

5%	Perform other staff assignments as appropriate and required
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**Supervision Received**

The Research Data Specialist III will report to the Research Manager, with additional direction coming from the Deputy Director, User Research.

**Supervision Exercised**

None

**Working Conditions**

The employee regularly works in an indoor and climate-controlled office setting under artificial light. The employee’s workstation is located in Sacramento, CA, and is equipped with standard or ergonomic office equipment. May sit for an extended period using a keyboard and video display terminal. Based on departmental or operational needs, the employee may have a teleworking option. Occasional travel may be required to attend meetings in Sacramento, offsite, conferences, and/or training classes. On occasion, may require flexible work schedules, including some evening hours to complete assignments, meet deadlines, and provide support to the Directorate.

**Attendance**

Must maintain regular and acceptable attendance at such a level as is determined ODI’s sole discretion. Must be regularly available and willing to work the hours the department determines are necessary or desirable to meet its business needs.

**I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. \*(If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor.)**

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