



Arkessa's Product Team are looking for a highly motivated **mid-to-senior level User Experience Designer** who has amazing passion for research, user-centric design, usability and web application design.

About Arkessa

Arkessa is a leading M2M managed services provider, delivering connectivity services and solutions to the IoT market through an unrivalled multi-network capability spanning all regions of the World. We provide true pole-to-pole coverage.

Arkessa provides the Emport IoT Connectivity platform, a multi-capable, responsive, web-based software application. You will be working to continuously improve and extend the existing application to attain market leadership, while also designing new solutions.

Responsibilities

- Owning the design process, from research, to concept, design, and prototyping.
- Performing user studies, including user interviews and analysis of user behaviour on the platform, and using the results to recommend improvements to the system.
- Liaising with customers and key stakeholder to identify and communicate audience needs.
- In conjunction with the Product Management team, representing the end users of Arkessa's products in the development process, including communicating scenarios, experiences, user requirements and interaction modes to stakeholders.
- Developing and maintaining design wireframes, mock-ups, interactive prototypes and specifications as needed.
- Exploring different approaches to solving specific user problems.
- Applying appropriate UX methods to gather quantitative data, such as user testing, interviews, surveys and card-sorting.
- Responsibility for how the product feels, ensuring it logically and efficiently flows from one step to the next.
- Responsibility for maintaining consistency in visual elements between and within products.
- Improving existing, and creating new, design guidelines and ensuring they are communicated and followed-through.

- Creating visual design and user experience that is consistent, useful and delightful.
- Working with the product owner to define user requirements and user stories.
- Presenting design concepts/user journey flows to team members and management.
- Ability to clearly communicate to the business what UX is, why Arkessa needs it and how to implement it.

Essential Skills

- 3 years minimum experience as a User Experience professional
- Bachelor's or Master's degree in human factors, psychology, design, user experience design or related degree or related experience
- Working knowledge of design and prototyping tools such as Axure or Balsamiq, Sketch or similar
- Proficiency in web technologies including HTML, CSS, and JS, capable of producing HTML prototypes
- Experience and knowledge of digital visual design for interactive applications
- Experience with design trends including material design, mobile and responsive design
- Be able to prepare and run usability tests, moderated or unmoderated, remote or face-to-face
- Familiar with analytics tools like GA or Mixpanel and ability to analyse user data
- Experience working within an agile team, ideally Scrum
- Excellent communication, presentation, and negotiation skills
- Excellent collaboration and teamwork attitude
- Understanding of usability analysis tools
- Strong portfolio of applying user-centred design practices in product development
- Experience in understanding and synthesizing user and business needs using a variety of practices
- Experience with tools and methods to support UX work stream

Why Join Arkessa?

With a vision to be the default IoT connectivity provider by 2022, our entire team is very driven and keen to succeed. Hence you would be applying to join a company where:

- You will be part of a dynamic team working in a very positive atmosphere
- The entire highly-skilled technical team is based in the Bishop's Stortford office and easily accessible

- You would have a pension scheme and life assurance
- You can participate in an active social life with many events organised throughout the year
- You would have access to free coffee and tea, fruit and regular Pizza Wednesdays
- You can take advantage of a Cycle to Work scheme