Director of UX Research

at Pax8
Greenwood Village, CO or Remote

Note: Please disregard any compensation estimates that may be provided by linkedin or any other source. These statistics are auto-generated and not accurate

No matter who you are, Pax8 is a place you can call home. We know there's no such thing as a *"perfect"* candidate, so we don't look for the right "*fit*" – instead, we look for the add. We encourage you to apply for a role at Pax8 even if you don't meet 100% of the bullet points. We believe in cultivating an environment with a diversity of perspectives, in hopes that we can all thrive in an inclusive environment.

We are only as great as our people. And we have great people all over the world. No matter where you live and work, you're a part of the Pax8 team. This means embracing hybrid- and remote-work whenever possible.

Position Summary:

The Director of UX Research develops research programs and nurtures User Experience & Design enthusiasts in the ways of research. They develop our research program within the product organization. The Director crafts the vision for how research activities tie into our larger product design process and works with partners in design to execute research strategy. They leverage a mix of homegrown efforts and outside vendor support and help grow our practice into a fully-fledged research team. The Director develops and installs best practice processes for User Experience research, communicates findings to the team via presentations or async documentation, evaluates qualitative and quantitative data, and helps the User Experience team better understand what would make a user's experience more intuitive, accessible, and seamless.

Essential Responsibilities (includes, but is not limited to):

- Establish trust with cross-functional partners and senior leadership, such as Product Management, Design, Engineering, and Marketing
- Oversee UX Research efforts, ensuring a consistent, unified vision and developing others' skills & abilities
- Proactively identify user research projects; work collaboratively with Product Managers and Product Designers to execute research projects
- Divide time across strategic research, problem validation, and solution validation

- Guide and train Product Designers in how to undertake evaluative research projects and in how to create strategic deliverables (such as journey maps, storyboards, competitive analyses, and personas)
- Evangelize research; share user insights with the broader organization and externally in creative ways to increase empathy
- Lead strategic user research initiatives that span multiple product areas (and possibly the entire product)
- Actively contribute to UX research processes and documentation

Ideal Skills, Experience, and Competencies:

- At least eight (8) years of UX research experience
- At least two (2) years of management experience
- Ability to quickly and effectively share research results
- Ability to perform all research-related tasks including research, planning, evaluating, and iteration autonomously
- Ability to formulate specific, answerable, and practical questions
- Ability to collaborate effectively with stakeholders and act as a strategic partner in product decisions
- Experience with remote testing tools
- A strong desire for creative problem-solving with a positive attitude
- Excellent time-management skills

Required Education & Certifications:

- B.A./B.S. in related field or equivalent work experience

Compensation:

- Qualified candidates can expect a salary beginning at $170,000 or more depending on experience

*Note: Compensation is benchmarked on local Denver Metro area market rates. Qualified candidates in other locations can expect a salary package that may be adjusted based off applicable cost of wages in their respective location.

At Pax8 we believe that your Total Rewards should include a benefits package that shows how much we value our greatest assets. All **FTE** Pax8 people enjoy the following benefits:

- Non-Commissioned Bonus Plans or Variable Commission
- 401(k) plan with employer match
- Medical, Dental & Vision Insurance
- Employee Assistance Program
- Employer Paid Short & Long Term Disability, Life and AD&D Insurance
- Flexible, Open Vacation
- Paid Sick Time Off

- Extended Leave for Life events
- RTD Eco Pass (For local Colorado Employees)
- Career Development Programs
- Stock Option Eligibility
- Employee-led Resource Groups

Pax8 is the leading value-added cloud-based SaaS distributor, simplifying the cloud journey for our partners by integrating technology, business intelligence and proactive service to deliver an unparalleled experience. Serving thousands of partners through the indirect sales channel, our mission is to be the world's favorite place to buy cloud products. We are a fast-growing, dynamic and high-energy startup organization, allowing you to make a meaningful impact on the business. Culture is important to us, and at Pax8, it's business, and it **IS** personal. We are passionate, creative and humorously offbeat. We work hard, keep it fun, and expect the best.

Pax8 not only wins numerous awards in our field but we have time and again been voted among the best places to work in Denver. We are committed to our goal of being the #1 employer of choice!

  We Elev8 each other. We Advoc8 for our partners. We Innov8 continuously. We Celebr8 life.

Pax8 is an EEOC Employer.