

Schedule 1: Job Description

Title: Usability Consultant
Location: Auckland, New Zealand
Duration: Full time
Starts: February 2007
Reports to: Shailesh Manga

Purpose of position:

The primary responsibility of the Usability Consultant is to work on various projects to provide usability evaluation and design advice to Optimal Usability's clients. This will include heuristic evaluations, user testing, information architecture and general consulting.

The Usability Consultant will also be required to help with client and project management, business development and contribute towards Optimal Usability's sales and marketing.

The Usability Consultant must be self-motivated and able to work both independently and in conjunction with team members and client groups. Enthusiasm and flexibility to work on a variety of projects are necessary, as well as the ability to rapidly acquire new domain knowledge.

Key result areas

Key Result Area:	Primary Tasks:
Usability consultancy services	<ul style="list-style-type: none"> • Plan, facilitate and observe user testing. • Co-ordinate and conduct expert reviews. • Conduct other usability testing activities such as persona and scenario development, information architecture and comparative usability analysis. • Write client-ready reports on usability testing activities. • Present usability findings to clients. • Provide strategic consulting services. • Suggest ways to improve existing methodologies and processes.
Good communication and teamwork	<ul style="list-style-type: none"> • Facilitate the work of the team through information and task sharing, where appropriate. • Share knowledge with team to ensure ongoing development and cross-skilling. • Work collegially with all members of the business and with clients. • Actively encourage the development of an open and honest relationship with team members. • Collaborate with other team members to seek their perspective on how to resolve difficult or unusual client problems. • "Reality check" judgements with others for depth,



	completeness and relevance.
Client and project management	<ul style="list-style-type: none"> • Manage projects. • Manage client relationships. • Escalate any client or project-related roadblocks or issues to management. • Attend regular weekly operational teleconferenced meetings and update team members. • Assist with resource planning and project scoping activities. • Assist with assessing, gathering and evaluating client capabilities and needs.
Business development	<ul style="list-style-type: none"> • Provide regular input into current and long-term business strategy. • Suggest areas of new business for Optimal Usability.
Sales and marketing	<ul style="list-style-type: none"> • Prepare and deliver presentations to industry groups. • Write and present sales proposals. • Identify opportunities for new, follow-on or incremental business and communicate the potential opportunities to the rest of the team.
Ongoing learning	<ul style="list-style-type: none"> • Attend industry networking events. • Attend training workshops, seminars and events. • Keep abreast of current development and trends in usability and engage in continual learning in HCI, psychology and related disciplines.
Maintain quality control and standards	<ul style="list-style-type: none"> • Proof written documents. • Ensure that deliverables meet the Optimal Usability standards. • Adhere to confidentiality agreements. • Document methodologies.
General expectations	<ul style="list-style-type: none"> • Prioritise workload to achieve objectives. • Keep accurate and complete timesheets. • Keep a clean and tidy office and desk. • Ensure that important files are regularly copied to the shared drive (particularly at the completion of every project). • Ensure that project directories are cleaned up after every project, so that it is clear what are working files and final deliverables.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the position.

Abilities and skills

Creativity

Implementing high-quality new processes, products, services or solutions, which meet or exceed the needs and



	expectations of clients.
Tenacity	Tenaciously staying focused on owning and achieving key business objectives and outcomes, never confusing effort with accomplishment. Staying with a position or plan of action until the desired objective is achieved or is no longer reasonably achievable.
Initiative	Making active attempts to influence events to achieve goals; self-starting rather than accepting passively; taking action to achieve goals beyond what is required; being proactive.
Adaptability	Maintaining effectiveness in varying environments and with different tasks, responsibilities, and people.
Problem Solving	Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints and probable consequences.
Keeping commitments	Reliably delivering on promised end-results. Making realistic promises and can keep to them. Tackling obstacles head-on in an open, direct and forceful manner. Executing against plans once decisions are made.
Tolerance for stress	Maintaining stable performance under pressure and/or opposition (e.g. time pressure, job ambiguity); relieving stress in a manner acceptable to the person, others and the organisation.
Client dedicated	Works in partnership with clients and prospects to understand and anticipate their business needs.

Health and Safety

Under the Health and Safety in Employment Act 1992 you must take all practical steps to ensure your own safety while at work and that no action, or inaction, by you causes harm to any other person while at work.

