



GENERAL SECRETARIAT OF THE ORGANIZATION OF AMERICAN STATES
Secretariat for Administration and Finance (SAF)
Department of Information and Technology Services (DOITS)

Type of contract: Remote Consultant

Position Title: UX/Design Thinking Lead

Location: Remote. Washington D.C.

Duration: 6 months with the possibility of renewal depending on availability and performance.

Deadline for Application: February 8, 2024.

Remuneration: \$2,500 - \$3,500 per month (based on experience/location)

Description:

The Department of Information and Technology Services (DOITS) is responsible for managing all systems and technology infrastructure resources, including all matters related to the plans, policies, procedures, and standards governing the utilization of technology resources and management of information technology services of the General Secretariat of the OAS.

The UX/Design Thinking Lead works under the direct supervision of the Chief of the Application and Platform Development section of DOITS. The Consultant main responsibility is to design digital interfaces that prioritize user satisfaction and functionality. This includes conducting user research, creating sitemaps, user flows, journey maps, wireframes, mockups, and prototypes. Also, by designing visual elements and interactions using a strategic thinking approach, to ensure that the interface is user-friendly, visually appealing, and responsive across various devices, all while collaborating with cross-functional teams and iterating based on performing testing/QA (Quality Assurance) and evolving project requirements using agile methodologies.

The consultant will also be expected to design the overall functionality of a product/website/app, to ensure a great user experience, iterate upon it in accordance with the testing phase.

DUTIES AND RESPONSABILITIES

- Produce high-quality UX design solutions through wireframes, journey mapping, visual and graphic designs, flow diagrams, storyboards, site maps, and prototypes.
- Design UI elements and tools such as navigation menus, search boxes, tabs, and widgets.

- Test UI elements such as banners, page layouts, page designs, page flows, and target links for landing pages.
- Develop application UI mockups and prototypes that clearly illustrate how sites function and look like, using an agile methodology.
- Create original graphic designs (e.g., images, sketches and banners).
- Prepare and present rough drafts to internal teams and key stakeholders.
- Identify and troubleshoot UX problems (e.g., responsiveness).
- Conduct layout adjustments based on user feedback.
- Develop detailed, comprehensive, and well-structured software QA (Quality Assurance) test plans and test cases in order to test current applications and suggest solutions to identified problems.
- Inspect application quality in order to make improvements to achieve better customer satisfaction.
- Adhere to OAS standards on fonts, colors and institutional images.

REQUIREMENTS

Essential:

- **Education:**
 - BS level degree in Design, Computer Science, or related field.
- **Language requirements:**
 - Excellent oral, writing and communication skills in English and Spanish.
- **Professional experience:**
 - Minimum of 2+ years of UI/UX design experience for digital products or services.
 - A portfolio of professional UI/UX design work for both web and mobile platforms.
 - Possesses competent skills in design, documentation, testing, QA, and support of the products delivered.
 - Knowledge of all aspects of front-end website user interface and user experience design.
 - Knowledge of website development techniques and practices.
 - Knowledge of website project development management processes, implementation and maintenance.
 - Ability to work with stakeholders to understand detailed requirements and design complete user experiences that meet client needs and vision.
 - Extensive experience in using UX design best practices to design solutions, and a deep understanding of mobile and responsive design.
 - A solid grasp of user-centered design (UCD), planning and conducting user research, user testing, rapid prototyping, usability and accessibility concerns.

- Knowledge and experience conducting software QA (Quality Assurance) and ability to recommend improvements, identify defects in software to enhance user experience.
- Ability to plan, create and manage the overall software QA (Quality Assurance) phase.
- Ability to work effectively in a team setting including synthesizing abstract ideas into concrete design implications.
- Be excited about collaborating and communicating closely with teams and other stakeholders via a distributed model, to regularly deliver design solutions for approval.
- Be passionate about resolving user pain points through great design.
- Research and showcase knowledge in the industry's latest trends and technologies.
- Analytical and problem-solving skills, to include proficiency in the development and implementation of systems of moderate size and complexity.
- Demonstrating solid organization and communication skills.

Desirable:

- Knowledge of high-level website programming languages and demonstrated proficiency in all aspects of programming and analysis, including structured/object-oriented design, relational database systems, web-platforms, scripting (JavaScript/ jQuery, query languages).

SUBMISSION OF APPLICATIONS:

Interested candidates should send their CV and cover letter (no more than 250 words) with the subject "UX/UI Designer" to DOITS-CV@oas.org

The GS/OAS embraces equality, diversity and inclusion. Thus, the GS/OAS, in accordance with its rules and regulations, is committed to providing equal opportunities in employment, achieving a diverse staff, and will take into account a wide geographic representation, as well as gender equity and equality, in the selection of candidates.