



User Researcher

About User Insight

User Insight, an international research firm headquartered in Atlanta, Ga., has been recognized as one of the fastest-growing privately held companies in the United States by Inc. Magazine three years running. Employing a consistent methodology and dedicating a full team of diversified industry professionals to every client engagement, User Insight gathers and analyzes the voice of the customer to provide insight to user behavior, create intuitive products and lead market strategy. Currently, User Insight has conducted research across the U.S. as well as in 15 countries for more than 300 clients spanning 25 industries. For more information, please visit www.UserInsight.com.

Job Description

As a Researcher, you would concentrate on building sound discussion guides and facilitating user research sessions in a way that meets the goals and objectives of the project. Our team is committed to uncovering what users want and need, and we translate those desires through strategic analysis.

Core Responsibilities

- Establish appropriate methodology and approach for research projects and coordinate with Project Management and Strategy to determine appropriate research contributions
- Develop a deep understanding of user behavior through research (e.g., user assessments, contextual interviews, benchmark studies, lab studies, remote testing, surveys, etc.)
- Evangelize research findings to ensure that the maximum impact from studies is realized
- Meaningfully contribute to the evolution and strategic direction of projects from a data-driven perspective.
- Translate user-based findings into action items and communicate strategy to clients effectively

Qualifications

- Experience with a wide variety of research methods and a thorough understanding of the strengths and weaknesses of different methods
- The desire and ability to integrate data from qualitative and quantitative approaches.
- Excellent verbal and written communication skills

Education/Experience

- A background in experimental psychology, cognitive science, anthropology, human computer interaction, computer science, information science or related field required; advanced degree a plus.
- Preference for practiced (3+ years) or experienced (5+ years) researchers with demonstrable success in applied settings.