POSITION DESCRIPTION

Product Designer

ReadyTech (ASX:RDY) exists to help communities thrive, and ReadyTechers flourish on making that change happen.

They enjoy taking on challenges that matter to our customers, communities, and the world – and working to solve them with incredible technology that helps navigate complexity, while also delivering meaningful outcomes.

ReadyTechers are enterprising, and hungry to make a difference. But, more than ever, ReadyTechers are *ready for anything.*

POSITION DESCRIPTION

Title	Product Designer	Location	Sydney/Melbourne/Launceston
Report to	Lead Product Designer	Direct report(s)	N/A

The purpose of this role

ReadyTech is seeking a talented, experienced Product Designer to join our team. You will play a vital role in shaping the user experience and visual design of our Cloud SaaS education product, Ready Student. You will work closely with the Product Manager and Lead Engineer of your squad, to deliver on the outcomes given to your squad from the product roadmap. This is an exciting opportunity, as through this work, you will contribute to the future direction of our education solutions and how ReadyTech builds and evolves its products.

You will contribute to our goal of placing customers at the heart of our Student Management Systems. You will apply a user-centred design approach and create designs that cater to a diverse range of customers and clients, including small startups and large enterprises, as well as various users of our products.

As an integral part of the product team, your primary objective will be to simplify the complexity associated with an education provider running their courses through our flagship SaaS product. You will be responsible for overseeing product design process within your squad, working closely with your product trio to deliver on outcomes and solve user problems.

It is critical that you have experience working in a B2B SaaS environment and are comfortable working closely with large enterprise clients to help solve for their critical needs and requirements.

The key accountabilities of the role

- Accountable for the design outcomes of your squad's work, ensuring they are fit-for-purpose across the range of clients and user types of our products.
- Be conscious and aware of client requests and needs, ensuring they have received satisfactory consideration alongside the broader user base's needs, resulting in pragmatic decisions that align with client needs and the product vision.
- Sharing your teams design work across your squad and key individuals across ReadyTech, with regularity.
- Support the creation and implementation of a centralised design system.

The key responsibilities of the role

- Collaborate with the Product Manager and Lead Engineer (as a 'product trio') to understand the product vision, goals, and user needs for education products.
- When appropriate, conduct user research and gather insights to inform the design process, ensuring user centricity and usability.
- Conduct internal research to understand expert perspectives both inside ReadyTech and beyond.
- Undertake competitor analyses and current state product analysis to surface cross system touchpoints and interdependencies.

- Create wireframes, experience maps, and prototypes.
- Design intuitive and visually appealing interfaces, considering branding guidelines, accessibility, and industry best practices.
- Assess opportunities and incoming work to determine the direction and approach to delivering on the outcomes identified.
- Collaborate with cross-functional teams, including marketing, sales teams, support, delivery, leadership, and your product trio, to gather feedback and refine design solutions.
- Collaborate within the product trio and with squad members to adequately scope and plan the delivery of your validated designs and ensure that ticketed work is aligned with product outcomes and design goals.
- Work closely with developers to ensure accurate implementation of designs and address any technical considerations.
- Advocate for user-centred design principles and contribute to establishing and evolving design guidelines and patterns.
- Take ownership of the end-to-end design process for your squad, from conceptualization to delivery, ensuring high-quality and timely execution.
- Contribute to our product's design vision and direction through your work bringing it to life and pushing it in directions not initially conceived.

The ideal candidate will have these:

1. Skills	

- **User Experience (UX) Design**: Ability to understand user needs, create user flows, conduct user research, and design intuitive and user-friendly interfaces.
- **Rapid design iteration**: Comfort in exploring problem spaces through creating designs (wireframes to interactive prototypes), using designs to (in)validate hypotheses and ideas
- **Pragmatic decision making**: Comfort and experience with considering viability, desirability, and feasibility to make the effective design decisions for the client, the business, and the circumstance.
- **User Research**: Experience conducting user research activities, such as interviews, surveys, and usability testing, to gather insights and inform the design process. Ability to identify the best research approach
- **Collaboration and Communication**: Ability to work effectively in cross functional teams, collaborate with product managers and engineers, and communicate design decisions and rationale. Be a strong storyteller, communicating the journey, milestones, and key moments as to why decisions were made.
- **Creative Problem-Solving and Systems Thinking**: Strong problem-solving skills and the ability to think critically and strategically to address design challenges and create innovative solutions.
- **Development Awareness**: Understanding of front-end and relevant back-end development technologies and their impact on design feasibility, ability to collaborate effectively with developers.
- **Design Guidelines and Patterns**: Familiarity with design guidelines, best practices, and the ability to contribute to establishing and evolving design systems and patterns.
- **Time Management**: Strong time management skills to prioritize tasks, meet deadlines, and deliver high-quality design work.
- **Continuous Learning**: Proactive in staying up-to-date with industry trends, emerging technologies, and design best practices to enhance design capabilities.

2. Knowledge	• A degree or relevant qualification in Product Design, User Experience, User Research, Human Computer Interaction, Visual Design or a related field. • Proficiency in modern tools such as Figma, AI tools for synth, ideation, prototyping, etc, Dovetail, Maze. • Have a strong portfolio that showcases your work, provides detail of your role on projects, and shows examples of how you've considered the end-to-end user experience
3. Experience	• 3+ years of experience as a Product Designer or similar • Evidenced experience working on complex systems and services • Solid understanding of user-centred design principles, usability, and accessibility standards. • Experience working in a product trio, sharing responsibility and accountability for your squad's outcome and being the arbiter for the desirability lens on the product experience. • Experience in an large enterprise B2B SaaS environment, with complex needs and proven ability to navigate tight timelines • Experience conducting user research, including interviews, surveys, and usability testing. • Ability to collaborate effectively with cross-functional teams and communicate design decisions and rationale. • [Desirable] Experience working on projects building integrations into products • [Desirable] Education sector, including edtech products.