JOB ANNOUNCEMENT

DEPARTMENT OF INNOVATION & TECHNOLOGY (DOIT)

IT Director – Digital Experience & Design

The Director of Digital Experience & Design is responsible for collaboratively defining, creating, and evolving the City's user experience throughout the digital and mobile ecosystem. Reporting directly to the Chief Technology Officer, this senior position will play a critical role in creating intuitive and engaging experiences for Chicago residents, businesses, and visitors while serving as a digital thought leader and evangelist, developing processes, tools, and libraries to support ongoing experience development.

ESSENTIAL DUTIES

In this role, the Director will work with project managers, developers, and business leadership to understand business goals, generate user insights, and translate business and user needs into highly engaging digital experiences. This is an opportunity to make a significant impact on government digital services accessed via millions of online visits and interactions, from a wide variety of employee and public audiences.

Duties may include:

- Define and lead the implementation of the City's User Experience (UX) practices, and establish partnerships with other IT and City teams to encourage and facilitate adoption across the enterprise
- Establish, document, and communicate design standards that embody organizational values
- Create, or direct the creation of, user-centric journey maps, navigation flows, wireframes, application prototypes and similar design artifacts that are used to build successful digital tools
- Ensure that user-centric UX designs and interactions are implemented in the City's digital tools and products and that users achieve their goals
- Drive continuous improvement through data analytics, experience research, testing and prototyping, as well as analysis of user behavior, online traffic, and business results
- Monitor emerging trends and technologies and update the City's digital experience design practices and tools as capabilities and user behaviors change over time
- Engage with City Departments, community stakeholders, community-based organizations, and vendor partners to evangelize and promote excellence in digital experience and design
- Deliver projects and project components on-time and on-budget

NOTE: The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Bachelor's Degree in Design, Human Factors, Human-Computer Interaction, Information Technology, Computer Science or similar degree or a directly related field, plus three years of experience in web design and development with a portfolio of web and/or mobile applications and demonstrated experience with user-centered design and digital product development processes, or an equivalent combination of education, training and experience.

Licensure, Certification, or Other Qualifications

- Applicable professional licenses or certifications relative to the specific responsibilities of the position <u>are</u> appreciated.
- Hands-on knowledge of and experience with Adobe Creative Cloud software products, wire framing and rapid prototyping tools.
- Hands-on knowledge of and experience with HTML, CSS, and JavaScript

APPLICATION PROCESS & MATERIALS

Interested applicants should submit the following materials via email to: doithr@cityofchicago.org

- Cover letter that (1) includes the position title as noted on the posting; (2) specifically identifies how you meet the minimum qualifications and have the knowledge, skills and abilities listed below and (3) explains your interest and/or experience in the position;
- Resume; and
- School transcript (official or unofficial).

Failure to submit all materials will result in your application not being considered for the position.

THIS POSITION IS SHAKMAN EXEMPT.

SALARY TARGET: $98,664.00 to 109,632.00

Education & Employment Verification -Please be advised that if you are selected to be hired you must provide, upon request, adequate information regarding your educational and employment history as it relates to the qualifications of the position for which you are applying. If the City of Chicago cannot verify this information, any offer extended to you will be withdrawn and you will not be hired.

NOTE: To be considered for this position you must provide information about your educational background and your work experience. You must include job titles, dates of employment, and specific job duties.

Residency Requirement: An employee must be an actual resident of the City of Chicago. Proof of residency will be required at the time of employment.

If you would like to request a reasonable accommodation due to disability or pregnancy in order to participate in the application process, please contact the City of Chicago, Department of Human Resources, at 312-744-4976 (voice) or 312-744-5035 (TTY). Please be prepared to provide information in support of your reasonable accommodation request.

The City of Chicago is an Equal Employment Opportunity and Military Friendly Employer.

City of Chicago   Department of Human Resources
Rahm Emanuel, Mayor   Soo Choi, Commissioner