

Singapore - Product and Experience Designer

Posted on Nov 29, 2019

The **Product & Experience Designer** is passionate about connecting user goals and needs with the long-term success of new technology introduced to clients and within the Firm. The Designer will be part of a pioneering product team at Dentons Rodyk, helping to make the legal world better by improving lawyers' software environment and boosting the service clients receive.

The Designer will gain real-world and global exposure to the quickly evolving legal tech industry at one of the largest and most innovative law firms in Singapore and across the globe. This is an exciting role where you will work with people from multiple countries – both teammates and customers.

Duties and responsibilities

- Understand the applications, processes, and user needs to support continuous development, customization, enhancement, and success of new and existing products.
Prepare a standard cycle of design deliverables: wireframes, screen flows, mockups, interactive prototypes, specifications for the development team, etc.
- Come up with valuable design ideas, co-create solutions with the team, and validate hypotheses through testing with end-users.
- Initiate, plan, and conduct user research / evaluation of the existing and upcoming solutions (user interviews, expert talks, surveys, journey mapping, usability audit, etc.); prepare and communicate research reports.
- Collaborate with the Innovation Manager, Business Analyst, and Project Manager to deliver exceptional value to the clients and the Firm.
- Build trust with different business stakeholders, including project sponsors, lawyers, IT leaders, IT team members, vendor support staff; engage them and align with each other through design thinking practices.
- Work with customizable low-code platforms.
- Develop engaging training materials, programs, and other materials to empower our clients, lawyers, and staff to have an excellent experience across a variety of products.
- Evangelize design best practices on the local and global level, be a model for other product teams within the Firm.

Metrics

- Utilization of technology solutions compared to expected, target, and optimal use.
- Growing use and skill base around IKM and other technologies that create efficiency and improve the quality of work product.
- User satisfaction about solutions and new design decisions (compared to the former state or usability benchmarks).
- Effectiveness of design validation (prototype delivery and usability testing results).
- Completeness of analysis of existing and emerging legal technology solutions that may be helpful to practice groups and central service departments.
- Successful implementation of one global goal connected with evangelizing design best practices and approaches in the company.

Skills and attributes

Hard skills

- 2+ years of proven experience as a UX Designer, UI Designer, Digital Product Designer, Interaction Designer, or similar role. Strong portfolio of design projects (primarily enterprise systems: CRMs, ERPs, PLMs, etc.).
- Experience in qualitative and quantitative user research.
- Familiarity with the key design areas and terms: interaction design, information architecture, UI patterns, digital platforms, user psychology
- Proficient in industry-standard design software (Sketch, Figma, Invision, Zeplin, Axure, Webflow, Marvel etc.); experience in planning and documentation software (for example, Jira, Confluence, Trello, Notion).
- Basic knowledge of HTML and CSS and an ability to understand the implementation effort behind each design decision.
- Self-learner who has passed design training (for example, Nielsen Norman Group, Hyper Island, Coursera, Udemy, IDEO, or other) and regularly updates professional knowledge and skills.

Soft skills

- Problem-solver with the ability to align people with different opinions.
- Analytical mind with a business acumen.
- Excellent communication skills.

Will be a plus

- BSc in Design, Computer Science, Engineering, or a related field. Knowledge of JavaScript.

Interested applicants please apply with updated resume and expected salary.

We regret that only shortlisted candidates will be notified.

By submitting your application, you consent that Dentons Rodyk & Davidson LLP may collect, use and/or disclose your personal data and/or other information contained in your application for the purpose of processing your application, including without limitation conducting screening and background checks. Where your application contains personal data of third parties, you confirm that you have obtained all necessary consents to provide us with such personal data and that we may collect, use and/or disclose such personal data in accordance with the Personal Data Protection Act 2012.