UNIVERSITY LIBRARIES

Job Description

POSITION DESCRIPTORS

POSITION TITLE: Graduate Assistant, Research (User Research Analyst)

DEPARTMENT: University Libraries, Technology Strategy & Services

FTE: .5 FTE

DURATION: Academic Year 2017-2018

WORK SCHEDULE: 20 hours/week, Monday-Friday between 8am-5pm

REPORTS TO: Shoshana Mayden, Content Strategist

SALARY: $29,400 annualized salary, pro-rated at FTE ($7,350 per semester/contract period)

POSITION SUMMARY

We are seeking a graduate assistant to coordinate our user research efforts within the Web Design and User Experience team. You will gather data directly from library customers, and we'll use your findings to improve upon and measure the success of our many digital projects.

Your research will vary from informal user testing to more rigorous studies. For testing historical exhibition content, you may develop a recruitment plan for a targeted faculty audience and host hour-long observational studies. For testing the usability of the listing of hours on our main website, you may conduct informal, 2-minute testing by simply recruiting students in the library lobby. You will talk with users in person as well as reach out to them remotely. Sometimes you will use testing software and sometimes you will use only pen and paper. You'll get to guide much of your own work, and will learn something new every day.

CHARACTERISTIC DUTIES INCLUDE

As a user research analyst, you will initiate, plan, coordinate, and conduct user research to gain insight into user behavior. You will:

- Observe and document how people use our website
- Facilitate interactive group activities, such as sketch prototyping and card sorting
- Interview students, faculty, and staff about their needs, expectations, motivations, and challenges
- Capture and synthesize notes
- Analyze findings and make recommendations for improvements to our website
- Work with team members and stakeholders who can help you create user research plans, recruit participants, and conduct the research
- Present your findings to team members and stakeholders and facilitate discussions of next steps
- Gather and make sense of web analytics data using Google Analytics and Siteimprove, and recommend success measures and improvement metrics.

MINIMUM REQUIREMENTS

- Degree-seeking graduate student in anthropology, communications, business, marketing, information science, social sciences, or a related field
- Interest in qualitative research and the mission of libraries
- Meet the GA Eligibility Requirements (see below)
- Not already working as a Graduate Assistant between July 2017 and June 2018

PREFERRED QUALIFICATIONS

- Self-motivated, creative, enthusiastic, and driven to learn
- Experience with research studies and research design
- Interest in human-computer interaction and user experience design
- Organized, detail-oriented, and skilled at working with spreadsheets
- Knack for data visualization and presenting data in a way that's meaningful
- Comfortable working with diverse audiences, including students, faculty, and staff
- Experience teaching, training, and/or mentoring others
- Interest in presenting new ideas, facilitating conversations, and helping solve complex problems
- Experience interpreting web analytics (e.g. Google Analytics)
- Ability to work independently and contribute and collaborate effectively as a member of a team
- Flexibility to assume other assigned duties

GA ELIGIBILITY REQUIREMENTS

1. **Be admitted to a graduate degree-seeking program**. *Students enrolled solely in Certificate programs are not eligible for GA appointments. Law, Medicine and Pharmacy (PharmD) students are not eligible for GA positions unless concurrently enrolled in a regular graduate degree-seeking program.*

2. **Have a minimum GPA of 3.0.** If a student is newly admitted, the admission GPA is considered for this requirement. A student must also maintain a minimum GPA of 3.0 during their appointment. Appointing departments may also require a higher GPA. It is important to check the GPA **before** making an offer of GA appointment so that any issues can be addressed in a timely manner. The Graduate Assistant/Associate Low GPA Waiver form must be submitted should a hiring exception be necessary. GPA exceptional appointments are limited to one semester appointments and are not eligible for reappointment until grades are reviewed.

3. **Be enrolled in at least 6 graduate level units**. Undergraduate or audited courses do not satisfy this requirement. Appointing departments may also require a higher enrollment.

   **Appointing departments may also have additional criteria that a graduate student must meet in order to be appointed into a Graduate Assistant/Associate position.*

TO APPLY

Apply online through Wildcat Joblink (Job # 797770), including a resume, contact information for 3 references, and a letter of interest describing how your experience, knowledge, skills and interests are a good fit for the position. Or send your materials to Shoshana Mayden, smayden@email.arizona.edu.

Review of applications will begin on 04-17-2017 and will continue until position is filled.