

# UX Research Intern



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Web :

## Job Summary

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Vacancy :

Deadline : Aug 22, 2024

Published : Jul 22, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

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At Interac, we design and deliver products and solutions that give Canadians control over their money so they can get more out of life. But that's not all. Whether we're leading real-time money movement, driving innovative commerce solutions like open payments for transit systems, or making advancements in new areas like verification and open banking, we are playing a key role in shaping the future of the digital economy in Canada.

Want to make a lasting impact amongst a community of creative thinkers, problem solvers, technical gurus and high-performance application developers? We want to hear from you.

As a UX Research Intern, you will play a crucial role in supporting the UX research efforts within Product Design Team. This internship offers a unique opportunity to gain hands-on experience and to make a real impact using various UX research methods, including user interviews, usability testing, and qualitative research methodologies. Collaborating closely with our seasoned UX researchers and cross-functional teams, you will contribute to the enhancement of our products and services, ensuring they meet the needs and expectations of our users.

In this role, you will be reporting to the Product Design Leader, but working closest with the UX Research Team. You can expect the following from this experience:

- **Small Team Size** - We work in small teams on big products than are used and seen by millions of Canadians every day
- **Make a real impact** - your UX Research will be used to make real decisions for real products.
- **Build your portfolio** - The work you will be doing, if permitted, can be used to further build your portfolio with one of Canada's most recognizable and trusted brands and company.
- **Future Employment Opportunity** - Outstanding candidates have previously be offered the opportunity to return for another term. We make it a priority to find, and work with good people.

### You'll be responsible for:

- Planning and conducting usability testing sessions to evaluate the user experience of products and identify areas for improvement
- Creating and refining user personas based on comprehensive research findings and utilize these personas to guide and inform design decisions
- Crafting and deploying user surveys to gather valuable UX insights and data for analysis that will ultimately drive design recommendations to stakeholders
- Moderating user interviews, taking detailed notes, and documenting user insights comprehensively to inform design decisions
- Conducting heuristic evaluations to identify usability issues and provide actionable recommendations for improvement
- Utilizing UX research tools, such as UserTesting and various survey platforms, to conduct research and gather insights
- Working collaboratively with design team members and internal and external stakeholders to confidently present design concepts and solutions – You will translate their needs and requirements into design executions using Figma, ideate and prototype solutions and communicate rationale behind design decisions and iterate on their feedback
- Creating visually appealing, best-in-class, and engaging user interfaces and designs using Figma, maintaining high proficiency in visual design principles and practices
- Supporting UX Researchers with various design tasks particularly squad work across Interac's products such as: e-Transfer, KONEK, and Verified
- Helping UX Researchers with survey creation, A/B Testing, insights gathering, reporting, and other UXR related tasks.
- Assisting in the creation of UX Artefacts created during design thinking workshops, ideation sessions, and other that will help squads at different levels of maturation

### You bring:

- A UX research portfolio that demonstrates your skillset and interest in the field
- Bonus for candidates with Portfolios/Git Code repositories
- You have experience working with UX research/design tools such as: Figma, UserTesting, Survey Tools
- Previous internship or co-op experience working in a financial institution (FI) or financial technology (FinTech), financial ecosystem, banking, etc. is an asset
- Familiar with how secondary research methods – you'll be expected to gather additional data and evaluate design and Interac product decisions
- Understanding that success is in the details – you tend to notice things that others don't
- Comfortable with learning and working effectively either independently or with groups across different functions and levels
- Confidence in your ability to communicate verbally and written in a detailed and impactful way – you have some experience with technical writing

Workstyle: Hybrid\*

Location: Toronto

Term: Sept - December 2024

Duration: Monday - Friday

\*Must be eligible to work for Interac Corp. in Canada in a Full Time Capacity

*Interac requires employees to complete a background check that is completed by one of our service providers. We use this service to complete the following checks:*

- 5-year employment verification;
- Canadian criminal record check;
- Education verification;
- Canadian ID cross-check;
- Public safety verification; and
- Credit inquiry

### How we work

We know that exceptional people have great ideas and are passionate about their work. Our culture encourages excellence and actively rewards contributions with:

**Connection:** You're surrounded by talented people every day who are driven by their passion of a common goal.

**Core Values:** They define us. Living them helps us be the best at what we do.

**Compensation & Benefits:** Pay is driven by individual and corporate performance and we provide a multitude of benefits and perks.

**Education:** To ensure you are the best at what you do we invest in you

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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