Research Assistant (User Research)

The Saw Swee Hock School of Public Health (SSHSPH) at the National University of Singapore (NUS) is recruiting a full-time Research Assistant for building an eHealth portfolio. Successful candidates will join an experienced team of eHealth researchers to conceive and create innovative and impactful e-health services projects.

Specific duties / Responsibilities

- Understand and communicate about academic articles on users, patients, health technologies and health services.
- Collect user research needs from internal stakeholders such as clinical staff, project managers or senior management.
- Assist in ethnographic research projects employing observational techniques to better understand customer motivations, behaviors and needs.
- Plan, moderate and scribe research studies, focus groups, remote and one-on-one user research sessions to obtain user preferences and feedback.
- Re-sent findings and recommendations in a plan that drives future design improvements.
- Generate wireframes (paper or electronic 'sketches') and prototypes as needed.
- Apply knowledge in human factors and the user-centered design process to product and service design in an iterative development environment.
- Present findings and related design/business recommendations and customer insights to senior decision makers.
- Promote user centered design principles and best practice across the organization.
Requirements

The appointed candidate is expected to have at least a Degree and have the following experiences:

- 2-3 years’ experience planning and executing user research studies. Experience conducting user interviews, focus groups, ethnographic field studies, and quantitative user techniques.
- Experience with design tools such as Adobe Creative Cloud, InVision, Sketch, Zeplin.
- Experience synthesizing results into executive summaries for key stakeholders, helping them through interpretation of data and related decisions.
- Experience in Human Centered Design and related disciplines.
- Exceptional written and verbal communication skills.
- Intellectual curiosity and drive; self-starters will thrive in this position.
- Passionate about health and/or design projects.

The position is a 1-year contract in the first instance and could be extended with good performance.

Applicants should send the following by email to Ms. Felicia Yue (ephyqjf@nus.edu.sg):

1) Cover note introducing themselves
2) Brief statement of interest matching their skills and competencies to the requirements of the post (no more than 1000 words)
3) A two page Curriculum Vitae, containing details of three named referees
4) A sample of published work (if any) that is the most relevant to the current vacancy
5) A complete NUS Personal Data Consent for Job Applicants (form is available here: NUS Personal Data Consent for Job Applicants)

Informal enquiries can be addressed to Assoc. Prof Gerald Koh (ephkohch@nus.edu.sg) and or Ms. Foong Pin Sym (epfhps@nus.edu.sg).

Interviews will be either face to face for local candidates or by video link for those who are based abroad.