

Design Manager

Reports to Group Design Manager

The Design Manager is a member of the Core Portfolio Leadership Team and is accountable for the following activities:

- Assists in the creation of vision and direction for all Programs, Products, and Projects within a Portfolio.
- Leads all User Experience activities for a Portfolio.
- Creates and executes the Portfolio-wide User Experience Plan.
- Reviews and approves the creative execution of all Products for quality, unity, and consistency.
- Leads and mentors the Interaction Designers assigned to the Portfolio for professional and personal development.
- Assigns Interaction Designers to meet the needs of projects in the Portfolio.
- Instructs Interaction Designers on changes to process or direction within the discipline of User Experience Design or ICS.
- Assists Interaction Designers in the creation and execution of Project User Experience Plan.

Key Relationships: Group Design Manager, Lead Program Manager, Product Managers, Program Managers

Leader/Mentor

- Exceptional ability to work at a visionary and strategic level to identify direction of all of the work in the Portfolio.
- Exceptional ability to see opportunities that have not been identified to help customers reach their business goals.
- Exceptional ability to recognize strengths and weaknesses in individual Interaction Designers assigned to the portfolio and provide direct and timely feedback.
- Exceptional ability to inspire and influence all members of the Portfolio on the importance of User-centric Design.
- Exceptional ability in setting creative direction for the entire Portfolio and providing feedback and on the execution to that creative direction.

Consultant

- Exceptional communication skills in interactions with clients, end users, developers and others throughout the design process.
- Exceptional ability to create and share a vision.
- Exceptional ability to build and maintain relationships
- Exceptional ability to persuade and teach without manipulation.
- Exceptional ability to resolve conflict and disparate opinions.
- Exceptional ability to view problems from a holistic viewpoint and accurately pinpoint their root cause.
- Exceptional ability to research and understand a customer's needs, problems, and potential design constraints.
- Exceptional ability to instruct others about design principles, patterns, and processes.

Design Aptitude

- Comprehensive knowledge of design & usability solutions, both historical and current.
- Comprehensive knowledge of design processes, including research and analysis.
- Comprehensive knowledge of design principles, including: hierarchy, composition, color, balance, harmony, typography, interaction, etc.
- Expert ability in writing and producing useful project documentation (design briefs, audience definition, comparative analysis, prototype notes, etc.)
- Expert ability to effectively communicate visually through drawings, diagrams, prototypes, flow charts, etc.

- Expert ability in creating content structure and flow.
- Expert ability to creatively develop solutions from ambiguous or ill-formed requirements.
- Expert knowledge and application of Design tools including Photoshop, Fireworks, Illustrator, etc.

Technical Aptitude

- General knowledge of processes and methods (i.e. Agile, Scrum)
- General knowledge and skill in web standards development and best practices (i.e. XHTML, CSS, JavaScript, etc.).
- General knowledge in rich-media development platforms, including: Flash/Flex, WPF/Silverlight, etc.
- General knowledge in server-side technologies, including: JSP, Xquery, etc.
- General knowledge in working with our enterprise software technologies and business reporting tools, including: Corda, Business Objects, etc.

Team Player

- Demonstrated ability to work as a member of a multidisciplinary team to accomplish assigned tasks
- Demonstrated ability to see beyond boundaries of roles and job descriptions when tasks need attention.
- Demonstrated ability to sacrifice personal agendas to accomplish the greater goal of the team.
- Demonstrated ability to speak up appropriately when challenges arise in a team.