

Senior Product Designer

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Company: Global Payments

Location: Poland

Category: other-general

Every day, Global Payments makes it possible for millions of people to move money between buyers and sellers using our payments solutions for credit, debit, prepaid and merchant services. Our worldwide team helps over 3 million companies, more than 1,300 financial institutions and over 600 million cardholders grow with confidence and achieve amazing results. We are driven by our passion for success and we are proud to deliver best-in-class payment technology and software solutions. Join our dynamic team and make your mark on the payments technology landscape of tomorrow.

Summary of This Role

As a Product Designer on our European team, you will drive projects in collaboration with Design Partner(s), UX Research, Product Management, Developers and Product Owners. In this role Designers act as the user voice, refining concepts with key stakeholders. Product designers are expected to create the solutions' UX vision in collaboration with their Experience Lead. Following UX best practice, bolstered by User Research, Designers in this role are expected to test design prototypes throughout the delivery cycle to ensure high quality output according to Global Payments Design Standards.

Essential duties:

Create highly visual task flow, user journey and customer journey maps showing the end to end customer experience

Develop artifacts such as wireframes, process flows, flow charts, functional specifications, prototypes, sketches, storyboards, scenarios, and personas

Closely Collaborate with UX Researchers in running user interviews, validating personas for concepts and defining user goals

Observe, understand, document and improve the customer's experience through both online and offline service touchpoints

Be the user voice on all digital solutions concepts (from discovery through to design and implementation)

Follow implementation with development team

Understand and design with accessibility / inclusive design practices

Follow and contribute to our Global Payments Design System - "Index" and Design principles

Collaborate and evolve designs working with internal and external business customers

Work closely with Marketing, IT, Product Management to foster an environment of multidisciplinary collaboration and creative problem-solving

Keep abreast of industry and user experience trends, best practices, and technology and promote them within the team

Design application content supporting both desktop and mobile rendering

What Are We Looking For in This Role?

Minimum Qualifications

5+ years as a user experience designer for web and mobile applications, or experience in related roles

Strong visual communication skills.

Ability to create sketches to present your ideas quickly and to iterate on the fly.

We encourage applicants to submit a portfolio showcasing relevant work samples along with their resume and or LinkedIn.

Experience with creating highly visual task flow, user journey and customer journey maps

Ability to create rough prototypes as well as high fidelity prototype/visual design comps using tools such as Figma, or HTML/CSS

Strong working knowledge of Adobe Suite, Figma and associated design tools

Experience with user interface design patterns, interaction design and standard UCD methodologies

Ability to run user tests and to analyse data from user research

Understanding of accessible design

Strong attention to detail

Strong written and verbal communication skills with a creative mind

Familiarity with common software project management and development practices in an agile environment

Proactive, dynamic and open to feedback

Enjoy working as a team member as well as independently

Preferred Qualifications

Degree (MS/BA/BS/MA/BDes/MDes) in Interaction / HCI, UX, Visual, Industrial, Service, Product or Graphic Design or equivalent experience

Knowledge of the payment industry is a plus

Knowledge of HTML, CSS and Javascript is a plus

Knowledge of Design Systems are a plus

Desired Competencies:

Adobe Suite, Sketch, InVision, Figma, Studio

User Research

Customer Experience Mapping

Personas / User journeys

User flows

Research Practice - general

Design thinking techniques

Design Sprints

Prototyping

Information Architecture

Inclusive design /Accessibility

Usability

Branding

Visual communication

Interaction design

Cognitive Science & Psychology

Systems thinking

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