

## UX Researcher Digital Workspace

Job ID  
REQ-10034375

3月 27, 2025

Mexico

### 摘要

We are looking for DWE UX Researcher for our Experience Research Team

As a UX Researcher, you will play a key role in supporting the Experience Research Team by identifying the challenges and pain points faced by our end users, particularly in the IT infrastructure domain. Partnering closely with product and service owners and their teams, you will help uncover opportunities to enhance user experience, ensuring our solutions are trustworthy, impactful, and effective. Join our dynamic and fast-growing team and help shape the future of enterprise security. Our culture thrives on a growth mindset, a commitment to excellence, and a supportive environment that empowers teams and leaders to bring their best every day. Together, we create innovations that positively impact thousands of associates across Novartis.

Our team places a high value on creativity and innovation, offering abundant opportunities for professional growth and impact. In this role, you'll collaborate closely with a diverse team of product managers, and service managers to shape and deliver the next generation of user experiences for our end users.

## About the Role

### Key Responsibilities:

- Assist in planning, conducting, and analyzing user research using methods such as interviews, usability testing, and surveys.
- Collaborate with cross-functional teams, cross all business divisions to support research-driven.
- Help organize and maintain research documentation to ensure insights are accessible and actionable.
- Create basic research reports, synthesizing findings into clear, impactful insights.
- Contribute to brainstorming sessions, offering input on design improvements informed by research.
- Monitor user feedback and usage analytics to detect trends and identify emerging pain points.
- Support recruitment of research participants, identifying target users, and coordinating session logistics.

### Requirements:

- Bachelor ' s degree in psychology, Human-Computer Interaction, Sociology, Design, or a related field.
- 4-6 years of experience in UX research, market research, or a related role with hands-on experience in basic qualitative and quantitative analysis.
- Exposure to UX research methods (e.g., user interviews, usability testing, surveys) through projects, coursework, or previous roles.
- Basic understanding of user-centered design principles.
- Strong organizational and communication skills.
- Ability to interpret data and present insights in both written and visual formats (e.g., presentations, reports).
- Familiarity with design and collaboration tools such as Figma or Miro is a plus.
- Enthusiastic about learning and receptive to guidance from senior team members.

Why Novartis: Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other. Combining to achieve breakthroughs that change patients ' lives. Ready to create a brighter future together? <https://www.novartis.com/about/strategy/people-and-culture>

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部门  
Operations

Business Unit  
CTS

地点  
Mexico

站点  
INSURGENTES

Company / Legal Entity  
MX06 (FCRS = MX006) Novartis Farmac é utica S.A. de C.V.

Alternative Location 1  
Prague, Czech Republic

Functional Area  
Technology Transformation

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

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