



User Research Project Manager

Job Purpose

You will own all user research efforts on your project and be an advocate for the player experience by assisting developers to make informed decisions based on user research methods, tools and data. To do this you will need to form a close relationship with the project core team to best understand their goals and needs for the project as well as having strong links with our own User Research Lab and the wider community of user research within Ubisoft to help you to fulfil the project's user research needs.

Responsibilities

- Work with the project's core team to define a play-test plan that aligns with their build delivery, supports them in assessing how their game is progressing against their overall aims and provides good insight on how the game would be received.
- Budget, plan and supervise studies, test sessions, analysis and support according to development stages;
- Recruit candidates for play tests appropriate to the specific play test needs and ensure that all requirements for candidates to participate are met whether attendance is physical or virtual;
- Propose user research methods and tools to provide guidance to production teams in terms of player experience;
- Collaborate with colleagues from the research and analytics teams to interpret data and provide them through the most appropriate platform to developers;
- Coach the production team on tools and methods relevant to the project;
- Take the role of user experience leader on the project by helping production teams prioritise fixes and changes to issues according to project priorities and status;
- Work with the technological group and the analytics team to ensure the collection of all relevant data and its quality;
- Support the analytics team in preparation and coordination of the implementation of the automated data collection tools;
- Collaborate with the brand team for brand specific requirements;
- Evangelise the principles and benefits of user research and user centric design;
- Carry out any ad hoc duties required of you by the User Research Manager.

Skills and Knowledge

- Knowledge in BI / Analytics / Metrics approach;
- Possess a good working knowledge of appropriate accessibility guidelines and practices;
- Able to adapt to changing environment and conditions;
- Strong written and verbal communication skills are essential;
- Excellent video game knowledge (both Ubisoft games and competitor products);
- Ability to communicate professionally and comfortably across all levels of the Ubisoft business, including external partners and contacts;
- Strong ability to manage tasks and projects from concept through to completion;
- Task driven, self-motivated, excellent time management skills;
- Excellent initiative and proactive attitude;
- Excellent knowledge of the Microsoft Office suite (Word, Excel, PowerPoint and Outlook);
- Strong ability to organized and present information to specific target audiences.

Relevant Experience

- Experience in Human-Computer Interaction, Psychology, User Research and Human Factors, or other relevant training is essential;
- Experience in project management is desirable;
- Experience in the video game industry is desirable.