Having Your Cake and Eating it Too: How to Prepare for, and Obtain, the Usability Job of your Dreams

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The HF Job Market

• There’s more to HF than aviation, process control and software/Web applications.

• We have to start thinking like our services can apply to any product or system domain—because it’s true!

• Being diversified allows me to be a better UI designer/evaluator, provides greater business security—and it’s fun! Don’t pigeon-hole yourself into one topic or domain.

• Remember, you are never an expert in a product—only in how people behave towards products.
The HF Job Market

• The job market is down overall, but there are still HF/Ergo jobs out there!
Human Factors & Ergonomics Job Resources

- Human Factors & Ergonomics Society
- Bay CHI
- UPA
- Human-Computer Interaction Resource Network
- Monster.com
- Hotjobs.com
- Yahoo Careers
- Careerbuilder.com
- Usabilitynews.com
- Craigslist.org
- Ergoworld
4 Total Jobs as of Sept 2002 (1 in the Bay Area):

- Senior Usability Specialist: Financial Software Developer *
- User Interface Design Standards Expert: Financial Corporation Web Site Development
- User Experience Director: Not Available
- Human Factors Director: Not Available
HFES
http://hfesjobs.jobcontrolcenter.com/

25 Total Jobs as of Sept 2002 (1 in the Bay Area):

• Sr. Human Factors Engineer: Medical Equipment Manufacturer
• Usability Engineer: Hi Tech Industry
• User Research Manager: Hi Tech Industry
• Ergonomist: Power Industry
• Scientists: Consumer Products
• Graduate Student- Cultural Anthropology
• Graduate Student- Cognitive Behavior Psychology
• Supervisory General Engineer: Federal Agency
• Human Factors Engineer: Aviation Developer
• Cognitive Behavior Researcher: University
• Sr. Ergonomics Engineer: Consumer Products
• Ergonomic Specialist: Insurance Company
• Instructional Designer Technologist: University
HFES Cont’d

• Facilities, Environmental, H&S Manager: Dental Manufacturer *
• Assistant Research Specialist: University
• Chemical Incident Investigators: Federal Agency
• Research/Engineer/Scientist: Ergonomics Consulting Firm
• Ergonomist: Airline Industry
• PG Usability Engineer Senior Consultant: Computer Manufacturer
• Usability Specialist: Medical Device Manufacturer
• Principle Scientist: Medical Device Manufacturer
• Engineer Research Psychologist: Federal Agency
• Principle Engineer/Scientist: Aerospace
• Human Factors Professional: Consumer Products
• Human Factors Scientist: Naval Research
Human-Computer Interaction Resource Network

http://www.hcirn.com/jobs/

27 Total Jobs as of Sept 2002 (4 in the Bay Area):

United States

• Human Factors/Usability Engineer: Web Site Development
• Information Architect: Travel Reservation Web site
• Human Factors Engineer: Speech Enabled Applications
• User Experience Analyst/Developer: Web Site
• User Centered Design Specialist: Professional Recruiting web site
• Senior Usability Engineer: Financial Services Industry
• User Interface Design Standards Analyst: Financial
• Senior Information Architect: Digital Solutions Provider *
• Manager, Product User Interaction & Documentation: Medical Handheld Devices *
• Senior Human Factors Engineer: Wireless Handheld Devices
• Senior Designer/Developer: Travel Reservation Web site
Human-Computer Interaction Resource Network Cont’d

- UI Analyst/Designer: Hospital Information Systems Developer
- Senior User Interface Designer: Financial Software Application
- Senior Human Factors Engineer: Telecommunications
- UI Designer: Search Engine *
- Usability Analyst: Search Engine *
- Usability Specialist: Business Software
- User-Interface Analyst: Banking Solutions
- User Interface Designer: Network Systems
- Internships: Hospital Information Systems Developer
- User Interface / Information Architect Professional: IT Solutions
- Interaction Design Managers: Int’l Execute Recruiting Company
Human-Computer Interaction Resource Network Cont’d

Europe

• Associate Professorships: Systems Development and Human-Computer Interaction
• Postdoctoral Position: Computer Science Researcher
• Interaction Design Managers: International Executive Recruitment and Consulting Firm

Australia

• Information Architect/Usability Consultant: Business Strategy and E-commerce Consulting Firm

Asia

• Senior Human Factors Specialist: Wireless Telecommunications Products
1325 Total Jobs as of Sept 2002 (132 in the Bay Area):

- 103 jobs under “Usability” (25 in the Bay)
- 43 jobs under “Usability Engineer” (8 in the Bay)
- 125 jobs under “Human Factors” (12 in the Bay)
- 35 jobs under “Human Factors Engineer” (2 in the Bay)
- 11 jobs under “HCI” (3 in the Bay)
- 500 jobs under “Interaction Design” (47 in the Bay)
- 49 jobs under “User Interface Designer” (9 in the Bay)
- 400 jobs under “Information Architect” (25 in the Bay)
- 6 jobs under “Ergonomist”
- 53 jobs under “Ergonomic” (1 in the Bay)
930 Total jobs as of Sept 2002 (180 in the Bay Area):

- 134 jobs under “Usability” (35 in the Bay)
- 94 jobs under “Human Factors” (14 in the Bay)
- 31 jobs under “Human Factors Engineer” (4 in the Bay)
- 12 jobs under “HCl” (2 in the Bay)
- 301 jobs under “Interaction Design” (65 in the Bay)
- 31 jobs under “User Interface Designer” (10 in the Bay)
- 304 Jobs under “Information Architect” (50 in the Bay)
- 1 job under “Ergonomist”
- 22 jobs under “Ergonomic”
1113 Total Jobs as of Sept 2002 (282 in the Bay Area):

- 110 jobs under “Usability” (35 in the Bay)
- 45 jobs under “Usability Engineer” (22 in the Bay)
- 75 jobs under “Human Factors” (23 in the Bay)
- 49 jobs under “Human Factors Engineer” (12 in the Bay)
- 8 jobs under “HCI” (2 in the Bay)
- 409 jobs under “Interaction Design” (91 in the Bay)
- 45 jobs under “User Interface Designer” (15 in the Bay)
- 324 jobs under “Information Architect” (69 in the Bay)
- 1 jobs under “Ergonomist”
- 47 jobs under “Ergonomic” (13 in the Bay)
1063 Total Jobs as of Sept 2002 (92 in the Bay Area):

- 64 jobs under “Usability” (10 in the Bay)
- 15 jobs under “Usability Engineer”
- 113 jobs under “Human Factors” (8 in the Bay)
- 24 jobs under “Human Factors Engineer” (3 in the Bay)
- 2 jobs under “HCI”
- 238 jobs under “Interaction Design” (20 in the Bay)
- 25 jobs under “User Interface Designer” (4 in the Bay)
- 534 jobs under “Information Architect” (40 in the Bay)
- 48 jobs under “Ergonomic” (7 in the Bay)
4 Jobs as of Sept 2002:

- Usability and use-centered design consultant (UK)
- Sr. Interaction/Interface Designer: Mobile Products (Germany)
- Associate Professors: University (Denmark)
- PhD Scholarships: University (Australia)
ITG: Internet Technical Group

http://www.internettg.org/jobs/jobs_toc.html

6 Jobs as of Sept 2002:

• Information Architect: Media Applications
• User Centered Design Specialist: Professional Recruiting Agency
• Product User Interaction and Documentation Manager: Telecommunications
• User Interface Analyst: Software Applications
• User Experience: Not Available
• Senior UI Designer: Web Teleconferencing Provider *
12 Total Jobs as of Sept 2002:

- Information Technology Director: Customizable Makeup & Accessories Web site
- Web Interface Programmer/Designer: Network Appliances
- Senior User-Centered Design Specialist: Customer Service Automation Vendor
- Design Technologist/Developer: Consulting Company
- Information Architect: Not Available
- Front-End Web Developer: Financial Services Company
6 Total Jobs as of Sept 2002 (All in the Bay Area)

- UI Designer: Information Security Software
- Senior Usability Specialist: Financial Applications
- Senior User Interface/ Web Designer: Web-based DVD Rental Site
- Front End Voice Application Developer: Automated Telephony Service
- Jr. Interactive Designer: Not Available
- Senior User Interface Designer: Enterprise Services Procurement
How do I get that job?

Top 10+ list

- Focus on what you can do for the company, more so than what you have done in school. Translate your skills into their objectives.
- Show some tangible examples of your work.
- Add some design flare and usability to all documents that the employer sees.
- Don’t leave school without some illustration (e.g., photoshop) and prototyping (e.g., director) skills
- Remember that HF is about asking the right questions, not knowing the answers ahead of time—focus on process, not data.
How do I get that job?

Top 10+ list

- Adopt a business-centered approach
  - Understand that businesses have usability objectives that might not match the end-user’s.
- Identify how you will help the company make money
  - Improve transactions, buzz, sales, customer loyalty
  - Decrease development time and costs, customer support costs, training time
- Know the Web.
- Don’t be a “lone” HF pioneer
- Take the best job for YOU, NOT just the most money$
**How do I get that job?**

**Top 10+ list**

- Know the language (burn rate, touch points, chrome)
- Know the synonyms
  - Usability, interaction designer, user experience, human factors, user interface, information architect, etc.
- Know the competition
  - Marketing, technical writing, developers, Q&A, many others.
  - Be prepared to state how your education, background and experiences differ from theirs.
  - Knock then out of the equation!
- State what makes you unique, even if at a personal level!