



6 Month User Research Internship

ALFURo8o6

PLEASE READ CAREFULLY BEFORE CONTINUING.

ESPA or European Student Placement Agency is a recruitment agency whose goal is to find high quality internships for European students in the UK. We work closely with our host companies to ensure the positions provide students with a great experience, both professional and personal.

REQUIREMENTS: ESPA vacancies are open to all EU passport holders able to travel to the UK for an educational work placement, without the need for visa documents. You have to still be a student or have graduated in the last 12 months. Any student who is unsure of their visa situation should check with their university before applying.

BENEFITS: ESPA is free for students. Accommodation, utility bills, TV Licence, Internet Access and UK commuter travel to the place of work will be paid for by the host company. This will be sourced and managed on your behalf by ESPA. **These benefits have an approximate value of 600-700€ per month.**

There is no salary over and above the benefits offered, unless specifically stated.

To know more, please visit: www.espauk.com

The Host Company

This company provides modern software built on open-standards that unlocks the power of business-critical content. With control that IT demands and simplicity that end users love, this company's open source technology enables global organisations to collaborate more effectively across cloud, mobile, hybrid and on-premise environments. Innovating at the intersection of content, collaboration and business process, this organisation manages over seven billion documents for more than 1,800 customers in 212 countries, supporting 11 million users in their daily work.

Role

The host company is looking for a User Research Intern while it expands its user-centered design team in both London and Silicon Valley USA.

This individual will be an integral part of the user-centered design practice and is responsible for assisting with user research activities across mobile and web interfaces. The ideal candidate will have an interested in software application design and a passion for tackling a variety of research projects. They will work closely with the User Research Lead, product managers, UX designers, and users throughout all stages of the product lifecycle. The candidate will be involved with the recruiting, planning, testing and observing users, analysis of data, and reparing the findings. Ultimately they will have a passion for delivering actionable findings for the product teams.

Duration

6 months

Location

Depending on the suitability of the right candidate, the internship will take place either with the London team or the Maidenhead team.

Maidenhead is a large affluent town and stunning area in the Royal Borough of Windsor and Maidenhead, in Berkshire, England. It lies south of the River Thames (although at Maidenhead the river runs north-south so the town is in fact on its west bank). Maidenhead is 25.7 miles (41.4 km) west of Charing Cross in London (40 min by train to central London).

Languages

Fluent in written and spoken English.

Start date

As soon as possible

Tasks

- Plan and conduct studies to gauge the usefulness and usability of new and existing product features
- Gather research from a variety of channels, such as semi-formal interviews, observation, surveys, and unmoderated studies.
- Observe customers / users interacting with mockups, prototypes and existing interfaces.
- Find, recruit, schedule, and handle compensation with research participants.
- Make actionable, concrete, data-driven recommendations for change based on your findings.
- Develop a deep understanding of the customer needs, pain points, and motivations.
- Communicate with team members throughout the process.
- Travel between the London and Maidenhead based design teams, up to ~20%.
- Some travel to customers or the Silicon Valley US headquarters may be required.

Personal Skills

- Currently enrolled in a BS, MS, or PhD program in human computer interaction, cognitive psychology, information science, user experience, or a related field.
- Experience conducting user research is a plus.
- Outstanding communication, organization, time management, and interpersonal skills with the ability to evangelize user research across teams.
- Strong analytical skills.
- Clear evidence of attention to detail and multi-tasking.
- Solid knowledge of design principles.
- A "can-do!" approach to a wide and rapidly.

How to apply

STEP 1) Please, register with us at <http://www.espauk.com/students/register-with-us>

STEP 2) Please, send an email to madeline@espauk.com with the reference code **ALFURo8o6** attaching your CV as a pdf file. A cover letter is always helpful.

Are you eligible?

ESPA vacancies are open to all EU passport holders able to travel to the UK for an educational work placement, without the need for visa documents.