

KANA, the leader in software solutions for customer service, helps the world's best known brands master their service experience. KANA's Service Experience Management solution, a unique combination of business process, case and knowledge management, allows companies to control every step within each customer interaction to deliver the ideal service experience.

Lagan Technologies, a part of KANA, powers over 200 government agencies worldwide serving 60 million citizens a year.

Together, our clients report double-digit increases in customer satisfaction and increased revenue growth while reducing contact center costs by an average of 20 percent.

Our award-winning solutions are proven in hundreds of companies worldwide, including approximately half of the world's largest fortune 100 companies!

If you are interested in starting a progressive and gratifying career with a company that is charting new territory and going through phenomenal growth then this is the place for you! You will have the opportunity to work hand-in-hand with the world's best-known brands and industry thought leaders to shape the future of customer service solutions while enjoying a flexible, collaborative and a stimulating work environment that will keep you engaged.

Usability Engineer / Architect

Location: Sunnyvale, CA

Job #: 011

This position is a member of KANA's Research and Development organization and is responsible for detailed feature usability and interaction design for KANA's market leading eCRM applications.

This is an immediate hands-on product development opportunity, with the potential for massive contributions. As part of the Research and Development team, you will work in a fast paced, multi-disciplinary, geographically dispersed design team setting where you will be responsible for all facets of usability engineering including: conceptual inquiries, front-end analysis, user workflow mapping, low and high fidelity prototyping, user needs assessments, usability evaluations, and UI design. You will rapidly make interaction design decisions based on high-level conceptual requirements so that other groups may analyze user impacts quickly. You will interject your applied understanding of how usability engineering can play a leading role in the design of new products and apply your practical experience in fully integrating usability engineering into an evolving software design process.

Duties and Responsibilities:

- Participating in design meetings with Product Managers to understand user and business requirements of new features
- Designing appropriate methods and mechanisms of user interaction
- Working with Development to understand the technical issues associated with the new feature and to ensure that the prototyped feature can be implemented
- Producing detailed functional specifications pertaining to application usability and interaction design
- Maintaining complete tracability from requirements to code to ensure integrity of usability
- Working with Documentation to assist in creation of user documentation
- Working with QA to develop quality test plans

Critical Attributes:

- 5-7+ years designing/programming application user interfaces
- 5+ years working in a team on a large codebase, to short release schedules, in a production environment
- Demonstrated experience with a variety of user research techniques including usability testing, task analysis, contextual inquiry, field research, and competitive testing.
- Extensive experience with analysis and definition of user requirements, and establishment of usability directions and conceptual design based on functional requirements, user needs, and findings from user research.
- Ability to produce effective user interaction models - requirements documentation, wire frame design concept models and prototypes at all levels of fidelity, must be able to create high-fidelity prototypes in HTML.
- Expertise in several of the following: JSP/ASP, Java, Javascript, HTML, XHTML, XML/XSL, DHTML, Swing/AWT, WAP/WML.
- Self-motivated; consistently exceeding the minimum required to do the job. Ability to work independently, across time zones and geographies, to achieve objectives

Experience:

- Experience designing CRM/eCRM, SFA, Call Center, ERP, or other enterprise applications and/or enterprise information portal development
- BS or MS in Human Factors Engineering, Human Computer Interaction, Experimental or Cognitive Psychology or other HCI-related field
- Experience with web GUI frameworks (e.g. Swing) and paradigms (e.g. MVC)
- 2+ years working in a startup environment with widely varying roles and responsibilities
- Excellent interaction design sense. Can quickly look at a problem and articulate typical use of a system, key usability factors, terminology, etc.
- Strong written communication skills. Able to quickly document a design for internal review and revision.
- Strong verbal communication skills. Can hold your own in passionate discussion about feature benefits, drawbacks, naming, etc.
- Experience with ADA 508 compliance requirements
- Understand real-world tradeoffs between desired features and the time to implement/test/document them. Able to prioritize accordingly to approximate the best solution possible in the available timeframe.

Travel: 25-50% Domestic & International

Office Location: KANA/Lagan's US headquarters is located in Sunnyvale, CA and there are office locations in Overland Park, KS and Chicago, IL. (FOR HOME OFFICE - US location is flexible and KANA/Lagan provides a generous home office arrangement if applicable.)

KANA offers a highly competitive total rewards compensation and benefits package.

Interested parties encouraged to apply by sending their updated resume/CV via email: to career@kana.com referring the applicable Job #. EOE