Job Overview : Usability Engineer (UX researcher)

As a usability Engineer (UX researcher) in SHL Medical, you will be the voice for end users from initial to late product development stages for electronic and non-electronic medical devices. You will be responsible for planning, scoping, and implementing the suitable usability activities to ensure users' perspectives are brought into product development and meeting authority requirements at the same time. In addition, work closely with cross functional teams internationally, including Sweden, US, and Taiwan, will be how your daily work is like. Seldom travel is expected in relation to executing usability tests.

Main Responsibilities

1. Prepare and carry out product-related Usability Engineering activities in all stages of the product development process – from initial ideas to the formative study.
2. Work in close collaboration with Market Analytics, Project and Product Managers, Industrial Design team, Project Teams (ME, EE, SW, FW, QA, RA, etc.), vendors, and our customers to fulfill the expectations and requirements timely.
3. Produce and compile Usability Engineering history files for internal and customer projects according to regulatory requirements and SHL's QMS of electronic and non-electronic medical devices.
4. Be familiar with the authorities' regulations regarding the Usability Engineering requirements for products for self-injection and digital medical devices.
5. Implement and continuously improve SHL's Usability Engineering Process globally.
6. Contribute to the continued development of the Industrial Design and Usability Engineering Team and competency area within SHL.

Skills and Qualification

1. BS or MS in human factors, ergonomics, cognitive psychology, behavioral science, human-computer interaction, informatic science, communication and technology or similar qualifications.
2. Experience in planning and conducting small to large-scale user and usability studies.
3. Understanding of product development and Industrial Design process and methods.
4. Open-minded, proactive, persistent, results- and execution-oriented, and able to work under pressure in changing environments.
5. Team player and self-starter, able to perform with minimal supervision and capable to engage with multiple disciplinary design teams.
6. Fluent English and Mandarin in speech and writing.

Preferred

1. Some years experience in User Experience Research, Usability/ Human Factors Engineering from working within the business of medical devices or pharmaceuticals.
2. You have working knowledge of medical device development processes, design controls, and guidelines like ANSI/AAMI IEC62366-1, ISO 14971, FDA guidance "Applying Human Factors and Usability to Medical Devices".