GEORGE MASON UNIVERSITY | University Life

POSITION POSTING

Graduate Professional Assistant
UX Research Assistant
University Life Project & Process Management

UNIVERSITY LIFE:

EVERY STUDENT SUCCEEDS

Mission:
University Life cares for the whole student by promoting inclusive well-being and fostering lifelong learning – preparing ethical leaders for the world.

Values:
TOGETHER, we achieve our mission through an unwavering commitment to our **values**:

Inclusion and Equity

- We are committed to cultivating an environment of engagement, connection, and belonging that is respectful and fair for everyone.

Leadership for Positive Change

- We are committed to cultivating leaders who critically examine and understand the potential impact of their decisions and act ethically.

Well-Being

- We are committed to cultivating an environment of understanding and fulfillment of both individual and community well-being that promotes purpose, vitality, engagement, and resilience.

Collaborative Community

- We are committed to cultivating a supportive network of colleagues that shares ideas, learns and creates together, and develops authentic connections.

Strategic Transformation

- We are committed to dynamic action in creating meaningful solutions to anticipate and meet the needs of an ever-changing community.

University Life (UL) Project & Process Management (PPM) Mission Statement
University Life (UL) Project & Process Management (PPM) contributes to the UL mission by:

- Managing university-wide and divisional projects
- Consulting and assisting on unit projects
- Providing business process documentation, analysis and improvement
- Conducting student/staff experience analysis and usability testing
- Training units in design thinking, service design and process improvement

Function:
The Graduate Professional Assistant for UX Research is a 20-hour week graduate assistantship in University Life (UL) Project & Process Management (PPM), which is housed in the Division of University Life at George Mason University. As a member of the UL PPM Team, the Graduate Professional Assistant for UX Research, reports directly to the Director UL PPM.
The Graduate Professional Assistant for UX Research will support the Director of UL PPM with UX research by designing, planning, conducting, synthesizing and communicating user research projects to inform service design.

Skills/Qualifications:

Required Qualifications:
- Must be enrolled in one of George Mason University's Degree-Seeking Graduate Programs for Fall 2022-Spring 2023 academic year
- Excellent written and verbal communication skills
- Ability to think critically, problem-solve and make sound decisions
- Ability to work independently in a fast-paced hybrid (virtual and in-person) environment
- Ability to quickly establish and maintain strong relationships across departments
- Attention to detail
- Task management experience
- A willingness to learn

Preferred Qualifications:
- Prior work experience in student affairs services in a college or university setting (e.g., Orientation leader, Housing RA, Front Desk assistant)
- Experience with visualizing complex concepts using tools such as PowerPoint, Canva, Miro or Figma to create reports
- Experience working within a design thinking framework
- Experience recruiting and managing volunteers
- Experience with UX research methods such as journey mapping, persona creation, and/or usability testing

Position Responsibilities:

Supports the Director of UL PPM with UX research by designing, planning, conducting, synthesizing and communicating user research projects to inform service design.

- Utilizes multiple techniques such as usability studies, interviews, surveys, user personas, journey maps, service blueprints and benchmarks
- Reviews Mason360 analytical reports
- Uses the Google HEART framework or a similar tool to evaluate the quality of the user experience and help teams measure the impact of UX changes
- Communicates user behaviors and insights in compelling, creative ways, focusing on actionable recommendations
- Prepares and co-facilitates design thinking workshops
- Manages the departmental UX group in Mason360, and recruits student volunteers for persona creation, journey mapping, usability testing, etc.
- Develops and updates UX best practices
- Collaborates with units, educates them on UX best practices, and coaches them on lightweight empathy building and research approaches as needed
- Acts as a champion for user research across University Life
- Other duties as assigned

Time Commitments:
The Graduate Professional Assistant position is designed for a 20 hour per week work commitment.

Compensation:

- The Graduate Professional Assistant position will consist of the following compensation package;
  - GPA stipend, $17,640.00, will be paid on the 1st and 16th of the month for the duration of employment contract period;
  - Tuition grant up to 6 graduate credits at the in-state rate, not to exceed $4,800.00 per semester;
- The GPA position is a 9-month contract, August 25, 2022 – May 24, 2023, with the possibility of renewal for a second academic year.
- All information, including rules and regulations, regarding all graduate assistantship can be located on the Provost office Graduate Education website: https://provost.gmu.edu/academics-and-research/graduate-education/graduate-student-appointments-fellowships

To apply:

To apply for this position, please do so by:

Submitting a letter of interest, resume, and three professional references in one pdf file by May 20th, 2022, to Birgit Debeerst, Director of UL Project & Process Management, via email at bdebeers@gmu.edu.