

User Experience Researcher

Join our team of passionate innovators creating intuitive and intelligent software that brings people together to have challenging conversations about things that matter. Thoughtexchange is a new way for groups to communicate. A balance of confidentiality, transparency and structure allows leaders to ask challenging questions, hear from everyone and discover what is important to the group.

We are seeking an experienced UX Researcher to join our Growth Team with broad skills in qualitative research methods, and an understanding of quantitative concepts to help build a product that fits our users' needs and disrupts the online engagement market.

You will be a key player in understanding how to make our product work for our users, and a key team member in further establishing a deep product-market fit. By helping us learn about our users through a variety of different methods, you will be the bridge between product creators and users. Your ultimate goal is to help us understand how to improve our product to create customer delight, leading to increased engagement and growth.

Who you are:

- A motivated and adaptable self-starter with the ability to take independent action as part of a collaborative team
- Organized, responsible and independent enough to be able to produce great work, on time, from your home office or one of our company offices, and collaborate well with a remote, hard-working team that strives to meet tight deadlines
- Extremely detail oriented and produce very high quality work
- Curious about people and passionate about learning about their motivations, perceptions, attitudes and behaviours through a variety of different approaches
- A creative and deeply analytical person

What you'll do:

- Work closely with product and business teams to identify research topics and objectives
- Focus on engaging users through a variety of research methods to understand their unique needs and the impact on our software
- Design and execute research using a wide variety of qualitative methods and a subset of quantitative methods
- Gather, interpret and produce actionable data to generate insights that both develop ideas and evaluate designs on the basis of user behaviours and attitudes
- Work across teams including design, product management, software development, and marketing
- Communicate results clearly in compelling ways

What you bring to the table:

- 3+ years experience in UX research
- In-depth working knowledge of qualitative, user-centered research methods including experience in experimental design, data collection, and analysis
- Strong understanding of strengths and shortcomings of different research methods, including when and how to apply them during each product phase
- Basic knowledge of quantitative research, behavioral analysis, and statistical concepts
- Empathy for software users, and for the transformation of Thoughtexchange users from participants to empowered leaders using our software
- Strong communication and interpersonal skills, including the ability to ask (and answer) meaningful and impactful questions, to work across diverse teams, and to communicate user needs to UX designers, prototypers, and software developers to successfully improve usability and product-market fit, and remove barriers to adoption
- Flexibility to work evenings or weekends for conducting research sessions if needed
- Bachelor degree in relevant field or equivalent experience

About Thoughtexchange

- We provide software and services to let customers lead online group conversations with 5 to 50,000 people
- Our applications run on desktops and mobile devices
- Our patent pending algorithms analyze our large volumes of collected data to provide deep insights for our customers, allowing them to make informed decisions
- We are a team of more than 100 inspired people
- We have closed \$12M of investment from some of Canada's top angel investors

We support and encourage working from home but we do get together regularly so we prefer candidates located in the West Kootenays, Lower Mainland/Vancouver, and Whistler. Salary and share grants commensurate with skills and experience.