University Administrative Fellow (UAF) in the User Experience Office of the Office of Information Technology

Start Date: Negotiable, based on candidate preference

Position End Date: January 25, 2020

Reporting To: Charlie Kreitzberg, Ph.D., Senior UX Advisor

Applicants should submit a brief cover letter and resume via email to Charlie Kreitzberg (ck8@princeton.edu)

Do you believe that improving software and websites usability is a critical part of the future of higher education? Do you see UX as a powerful tool for improving teaching, learning, research and university administration? If user experience is part of your passion, you are invited to apply for a University Administrative Fellowship with Princeton’s User Experience Office (UXO).

Software is everywhere and has become part of everything. In the words of venture capitalist Marc Andreessen: “software is eating the world.”

The ubiquity of software suggests a pressing need for a user-first approach to the selection and configuration of vendor-supplied products, and also to the design of software applications and websites. This approach, sometimes called an “outside-in” approach, is a significant shift in perspective compared to “traditional” IT.

For 2019, the UXO is seeking a University Administrative Fellow, who is interested in helping the UXO explore the current state of UX Maturity within OIT. One of OIT’s strategies is continuous improvement supported by metrics. We call this: “measure and make better.”

Based on the Fellow’s interests and professional goals, we will structure a project to assess the current state of OIT’s UX maturity, identify opportunities and hurdles, and (if possible) develop an approach to measuring UX maturity that can serve to guide the UXO’s efforts.

**About the UXO**

Princeton’s User Experience Office began operations in 2016 with a mission of providing thought leadership, consultation, training and resources to support all aspects of user experience design. Our services, methods and materials are available to everyone within the University who is interested in applying the principles and practices of user experience design and web accessibility to their projects.

**About Charlie Kreitzberg**

Former CEO of Cognetics Corporation, Charlie Kreitzberg is now Senior UX Advisor at Princeton. He holds an MS in Computer Science from Rutgers and a Ph.D. in Educational Psychology from the City University of New York. He is a licensed psychologist in NY and NJ. His portfolio site is www.iCharlie.me.