

User Experience Architect Job Description

Reports To: Vice President, Product Management

Summary

A User Experience Architect is needed to join the American Well Product Management team based in Boston, MA. The ideal candidate is a highly motivated, creative and versatile individual with experience designing intuitive workflows. He/she has deep experience with interaction design, is fluent in web and mobile information architecture, and can translate functional objectives into detailed specifications. The candidate carries a thorough understanding of his/her end users, a passion for user-centered design, and a critical eye toward clear visuals and text.

The User Experience Architect will work with all departments within the organization, including Product Management, Visual Design, R&D, Professional Services, and Marketing.

Primary Responsibilities

- Gather and document functional requirements for upcoming web and mobile releases
- Analyze business needs and produce detailed wireframes that meet strategic objectives
- Optimize information architecture to promote usability, while accommodating technical needs/constraints
- Develop user flows and personas to facilitate feature design process
- Lead cross-functional design sessions between Product, R&D and Visual Design teams
- Oversee all user-facing text to synthesize tone, language, and messaging
- Prioritize roadmap features and product enhancement requests, specifically around UX
- Craft internal and external communications around upcoming features, including release notes, user manuals, and feature descriptions

Qualifications

- 5+ years of experience in Product Management, UX Design, or a related field
- Experience in a fast-paced software environment , and an ability to execute against aggressive timelines
- Experience designing web and mobile solutions for enterprise platforms
- Advanced knowledge of wireframing and/or prototyping tools and methodologies
- Proven ability to influence cross-functional teams without formal authority
- High energy level, enthusiastic, and eager to do what is necessary to be successful
- Highly creative and inquisitive; able to multitask effectively
- Strong verbal and written communication skills
- Health care industry experience a plus

To apply, please send your resume, along with a brief summary of your skills, experience and professional interest to jobs@americanwell.com and reference job title in subject line.

About American Well

Have you ever wanted to talk to a doctor online rather than take time out of your day to set up an appointment or wait in the emergency room? Have you ever wished that a 10 minute checkup or follow-up didn't require you to set aside two hours from your day? We are a web startup based in Downtown Boston offering a software service that facilitates online conversations between healthcare providers and patients. Our product is used by several regional health plans and hospitals to allow consumers to receive quality care online and provide physicians with an additional means to stay in touch with their patients.

6866528v.1