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Who We Are

Consumer Experience Design (CXD) is an organization within Motorola's Personal Communications Sector (PCS). We employ a user-centered design approach in order to optimize business strategies, build our brand, ensure usability and develop rich experiences. Our group is responsible for defining the physical and digital experience of Motorola's mobile devices: Our activities include industrial design, interaction design, screen and information design, color, material and finish specifications, product graphic design, task flow specifications, lighting and visual media design, sound design and animation.

We work with global and product marketing teams, systems engineering, software development, mechanical and electrical design, business groups and our advanced technology labs. In addition to our offices in Libertyville and Chicago Illinois, we maintain specialist and regional teams in Beijing, London, San Francisco, Seoul and Singapore.

Positions Available

Managers, UI Team: The User Interface Manager is responsible for the management and direction of teams in functional or topic-specific domains such as messaging, customer-branded services and enterprise solutions. Each team is responsible for the research, planning, design and documentation of user interface design use cases and applications in a variety of experience areas.

UI Designers: The User Interface Designer is responsible for leading and actively participating in the planning, documentation and development of the user interfaces and user experience concepts for key features and applications. In addition, the user interface designer will champion the end-user and promote user-centered design methodologies throughout PCS.

UI Customer Leads: The Customer User Interface Lead will build credible working level relationships with, drive the creative flow of ideas between, and define design strategies with key customers and Motorola UI design, product marketing, and software engineering teams.

UI Researchers: The UI Researcher is responsible for identifying, designing, executing, analyzing and reporting research projects (regionally and globally) to help achieve Motorola PCS business objectives. Also, the UI Researcher will conduct competitive analysis of mobile products as well as support and actively participate in the development of the user interface and user experience for key applications.

Human Factors: Human Factors team members work as part of a multidisciplinary team to define and communicate the experience objectives and designs for Motorola PCS products. In addition, HF team members further our basic understanding of users by designing, administering, analyzing and reporting human factors research studies.

Industrial Designers: Industrial Designers focus on the conceptualization and development of new products including creating aspects of form, aesthetics, physical interfaces, and system compatibility. Industrial Designers are expected to create the design documentation necessary to convey the solutions to management and other business functions through renderings, models, mechanical drawings, and written reports. In addition, team members determine materials, construction, mechanisms, shape, color, surface finish, and manufacturing



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processes, in cooperation with other business functions that are involved in the new product development process.

Color Material and Finishes Specialists: CMF specialists are responsible for the effective execution of CMF projects within CXD in order to optimize both the competitive advantage and brand building potential of CMF for PCS. Responsibilities include developing world-class CMF strategies and solutions across global and regional portfolio of products and ensuring that they ship as planned. It is essential that CMF candidates have the aptitude to work effectively in a brand-focused context, with a strong process awareness, and a bias to deliver results on a project level.

Product Graphics Designers: PGDs conceptualize, design and implement world-class product graphics strategies. These individuals work with our Industrial Design, Human Factors, UI and CMF teams, providing detailed surface decoration and informational graphics that build on Motorola and customer brands. Successful candidates will be able to acquire input from a variety of cross-functional teams, synthesize understandings and articulate product-specific graphics to both marketing and implementation groups. This role is critical in our pursuit of a total consumer experience and requires the ability to define and implement supporting processes across the organization.

Media Designers: The media designer is responsible for actively participating and leading in the planning, documentation and development of interface elements, layouts, and simulations for the graphical user interface of our products. In addition, the media designer will work closely with interaction designers as well as software developers in order to best implement our visual solutions.

Media Tools Designer/Coordinators: Design, develop and manage tools for use by the User Interface media team to track requirements, manage media requests, create simulations, coordinate and track media requirements, production and schedules. Evaluate and assign requests for new and revised media as well as documentation using in-house change requests systems. Drive tool development that supports knowledge share and creative flow of new ideas between designers and key work partners. Interact with other UI tools teams to provide media support.

Position Location

Chicago and Libertyville, Illinois
Some travel required

Candidates Desired

We are seeking candidates with an excellent understanding of usability and user-centered design principles and development techniques, research methodologies and business drivers, as well as a flexible approach to work and an eagerness to learn.

General qualifications for UI and Human Factors positions include:

- Familiarity with Concept Development, Design and Process Methodology, Scenario Planning, User Interface Modeling, and Information Design
- Creative Problem Solving skills
- Ability to work independently as well as with a team



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- Self-motivated with a high level of responsibility and professionalism
- Exceptional communication skills (writing, listening, presenting)
- English proficiency required; Other languages a plus (particularly Mandarin)
- Attention to detail
- A Bachelor's or Masters degree in a related field

General qualifications for Industrial Design, CMF and Product Graphics positions include:

- Conceptualization and development of new products including creating aspects of form, aesthetics, physical and psychological interfaces between users and products
- Ability to work within criteria established for the project by other business functions.
- A history of providing specification of materials, construction, mechanisms, shape, color, surface finish and manufacturing processes in cooperation with other work partners, both internal and external
- An understanding and demonstrated implementation of design language, color, materials, finishes and their applications to world class consumer products
- A Bachelor's or Master's degree in Industrial Design or Communication Design (for Product Graphics)

Additional Position-Specific Qualifications

UI Team Manager

- Strong leadership and team-building skills
- Knowledge of the mobile device and telecom markets
- Demonstrable aptitude for understanding and driving business opportunities
- 10+ years related work experience including managing design teams in a fast-paced environment
- Previous experiences in software UI development or project management will be an advantage
- MBA from a nationally recognized program a plus

UI Designer

- Experience developing and documenting use cases, task flows and screen and interaction design.
- Familiarity with Information Architecture and Cognitive Psychology principles
- Practical knowledge of Visio, Illustrator, Photoshop, Microsoft Office applications and Microsoft Project
- Ability to resolve and document detailed design and implementation issues
- Sustained attention to detail from concept to implementation
- Experience working directly with implementation teams as peer partners

UI Customer Lead

- Project and Design Management skills
- Experience presenting to small to medium sized groups in both formal and informal settings
- An ability to understand and communicate customer needs and business strategies
- Strong ability to articulate usability and experience issues and drive common understanding with work partners inside and outside the organization



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- Negotiation skills and experience applying them to close critical business issues
- Ability to work as part of a cross-functional team with limited supervision

UI Researcher

- Knowledge of various usability research techniques including but not limited to: heuristic evaluations, cognitive walkthroughs, task based usability testing
- Knowledge of prototyping tools/methods
- Knowledge/experience with statistical analysis
- Proven project management experience

Media Designer

- Animation Design
- Practical Knowledge of most of the following tools: Photoshop, Fireworks, Illustrator, Macromedia Flash and/or Director
- Knowledge of Lingo and/or Action Script, Premier and After Effects a plus
- 3D media design and production a plus

Media Tool Design/Coordinator

- Project Management experience
- Knowledge of prototyping tools and methods
- Knowledge of media/web production processes
- Practical knowledge of most of the following tools: Microsoft Project and Visio, Director/Flash, Lingo and/or Action Script
- Web-based tools and applications, knowledge of database design and development a plus

Human Factors

- Ability to decide on what to test and at what level to test, e.g. heuristic, informal or formal;
- One or more specialized skills (i.e., advanced research methods, tools development, prototyping)
- Experience in one or more of the following areas: Audio and/or Visual Perception, Audio Engineering, Audio Quality, Experimental Design, User Research, Ergonomics and Biomechanics, Physical Product Design, Interaction Design,
- Must be versed in both hardware and software design.
- Parametric and Nonparametric Statistics, Rapid Prototyping,
- Practical Knowledge of one or more of the following tools: SPSS, SAS, Director, Flash

Industrial Designer

- A design portfolio demonstrating the visual expression of brand in products and accessories
- Very strong communications skills and ability to present design concepts and details to non-design audiences.
- Extensive experience in consumer product design and development
- Experience in prototyping and high-level appearance models
- Working familiarity with, and the ability to apply human factors and usability concepts
- Demonstrated experience in a wide range of 2D, 3D, and image applications (Rhino, Illustrator, Vellum, and Photoshop preferred)



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CMF Specialist

- Significant CMF experience in a consulting or corporate design setting
- Knowledge of consumer research practices, brand design language methodologies and leading edge finishes vendor base
- Solid portfolio and track record of shepherding elegant CMF solutions to market
- Previous participation in relevant professional organization an advantage

Product Graphics Designer

- Prior experience in product graphics
- Knowledge of processes such as silk screening, tampo printing, hydrographics and in-mold decorating
- Background in visual communication with emphasis in graphic design and an acute sensitivity to typography
- Experience guiding pattern design and working closely with outside design resources
- Demonstrated experience working with vendors to accurately implement specific designs

How to apply

To Apply, Please do the following

Send us your resume and work samples via email or postal mail no later than Wednesday, July 14, 2004 (Note: work samples will not be returned). Responses sent after the deadline will be considered on a case by case basis.

Email: CXDjobs@yahoo.com

Address: Motorola – CXD
P.O. Box 811218
Chicago, IL 60681-1218

<http://www.motorola.com/hellomoto>

Please be sure to clearly indicate in the email "Subject" header or on the outside of the envelope the specific position for which you are applying.

Motorola is an Equal Opportunity Employer