UX/UI Researcher and Designer

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Job Description:

Berklee's Pre-College, Online, and Professional Programs (POPP) division, which serves over 30,000 students from more than 140 countries, is seeking an exceptional and action-oriented UX/UI Researcher and Designer to join our team. This is an exciting opportunity to use your research expertise and design systems knowledge to shape digital experiences for our global student base. Your ability to translate user insights into scalable design solutions will directly support Berklee's commitment to accessible, innovative education. At Berklee, your work directly supports the next generation of creative leaders.

About the Role & Responsibilities

You will be responsible for establishing and maintaining cohesive design standards, conducting user research, and creating design solutions that enhance the usability and accessibility of the Berklee POPP websites, digital learning platforms, and new product initiatives. Your work will ensure consistency across all digital touchpoints while maintaining a strong focus on user-centered design and accessibility. You'll collaborate with designers, developers, and product managers to deliver optimal experiences for students, instructors, and staff worldwide.

Key Responsibilities:

- Conduct user research including usability testing, interviews, surveys, and behavioral analysis to identify user needs and design improvement opportunities.
- Create and maintain scalable design systems including component libraries, interaction guidelines, and comprehensive documentation.
- Establish and maintain design token architecture in Figma to ensure consistency and efficient design-to-development workflows.
- Ensure design components meet WCAG standards and support inclusive design practices through regular audits and improvements.
- Research and design prototype solutions that integrate emerging technologies, such as AI-powered features and adaptive learning systems.
- Collaborate with cross-functional teams to gather requirements, validate solutions, and ensure proper implementation of design components.
- Monitor and iterate on design system components based on user feedback and emerging technologies to maintain high-quality user experiences.

What You'll Bring

We are seeking an experienced designer with a passion for accessibility and user-centered design who thrives in collaborative environments and excels at translating complex research into actionable solutions.

Key Requirements:

- Bachelor's degree in UX/UI Design, Human-Computer Interaction, Psychology, or related field, or equivalent professional experience.
- 3-5 years of experience in UX/UI research and design systems development.
- Proficiency in Figma, including component creation, design tokens, and collaborative workflows.
- Strong understanding of accessibility principles (WCAG 2.1 AA, ARIA) and inclusive design practices.
- Experience conducting user research methodologies (usability testing, interviews, surveys, etc.).
- Proven experience developing and documenting comprehensive design systems and component libraries.

- Familiarity with AI-powered design tools and emerging technologies.
- Solid understanding of user-centered design principles, responsive design patterns, and basic knowledge of HTML/CSS.
- Excellent communication and presentation skills with strong organizational skills and attention to detail.

Berklee Culture & Benefits

Berklee's mission is to educate, train, and develop the world's most inspired and innovative artists. You'll be part of a passionate, diverse, and global community dedicated to this mission-driven vision.

Here, you'll find:

- Competitive salary and comprehensive benefits package.
- Generous paid time off, including holidays, vacation, and sick leave.
- Remote work environment
- Access to professional development resources and training.
- A collaborative and inclusive work culture that celebrates creativity, innovation, and diverse perspectives.

Join us in shaping the future of music education on a global scale!

Hiring Range: $90,000 to $107,000; salary dependent on relevant experience and education.

Please visit the Total Rewards page to learn more about the benefits of working at Berklee. Berklee is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

Diversity, Equity, Inclusion & Equal Employment Opportunity at Berklee:

We support an inclusive workplace where everyone excels based on personal merit, qualifications, experience, ability, and job performance. Berklee affirms that inequality is detrimental to our faculty, staff, students, and the communities we serve. Our goal is to make lasting change through our actions. Berklee is committed to providing fair and equitable consideration of all employees and applicants without regard to race, color, religion,

ancestry, age, national origin, place of birth, gender, sexual orientation, gender identity or expression, disability, genetic information, or status as a member of the armed forces or veteran of the armed forces, or any other category protected by federal, state, or local law.

As part of this commitment, Berklee will ensure that persons with disabilities are provided reasonable accommodations. If reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact the Human Resources Team at hroperations@Berklee.edu or call 617-747-2375.

Currently enrolled Berklee students are not permitted to apply for staff or faculty positions.

Employee Type:

Staff
Berklee College of Music is an Equal Opportunity Employer.
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