

UX Researcher Digital Workspace

Job ID
REQ-10034375
Mar 27, 2025
Mexico

Summary

We are looking for DWE UX Researcher for our Experience Research Team

As a UX Researcher, you will play a key role in supporting the Experience Research Team by identifying the challenges and pain points faced by our end users, particularly in the IT infrastructure domain. Partnering closely with product and service owners and their teams, you will help uncover opportunities to enhance user experience, ensuring our solutions are trustworthy, impactful, and effective. Join our dynamic and fast-growing team and help shape the future of enterprise security.

Our culture thrives on a growth mindset, a commitment to excellence, and a supportive environment that empowers teams and leaders to bring their best every day. Together, we create innovations that positively impact thousands of associates across Novartis.

Our team places a high value on creativity and innovation, offering abundant opportunities for professional growth and impact. In this role, you'll collaborate closely with a diverse team of product managers, and service managers to shape and deliver the next generation of user experiences for our end users.

About the Role

Key Responsibilities:

- Assist in planning, conducting, and analyzing user research using methods such as interviews, usability testing, and surveys.
- Collaborate with cross-functional teams, cross all business divisions to support research-driven.
- Help organize and maintain research documentation to ensure insights are accessible and actionable.
- Create basic research reports, synthesizing findings into clear, impactful insights.
- Contribute to brainstorming sessions, offering input on design improvements informed by research.
- Monitor user feedback and usage analytics to detect trends and identify emerging pain points.
- Support recruitment of research participants, identifying target users, and coordinating session logistics.

Requirements:

- Bachelor's degree in psychology, Human-Computer Interaction, Sociology, Design, or a related field.
- 4–6 years of experience in UX research, market research, or a related role with hands-on experience in basic qualitative and quantitative analysis.
- Exposure to UX research methods (e.g., user interviews, usability testing, surveys) through projects, coursework, or previous roles.
- Basic understanding of user-centered design principles.
- Strong organizational and communication skills.
- Ability to interpret data and present insights in both written and visual formats (e.g., presentations, reports).

- Familiarity with design and collaboration tools such as Figma or Miro is a plus.
- Enthusiastic about learning and receptive to guidance from senior team members.

Why Novartis: Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other.

Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together?

<https://www.novartis.com/about/strategy/people-and-culture>

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up:

<https://talentnetwork.novartis.com/network>

Benefits and Rewards: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

Division

Operations

Business Unit

CTS

Location

Mexico

Site

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Alternative Location 1

Prague, Czech Republic

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

[Apply to Job](#)

Job ID

REQ-10034375

UX Researcher Digital Workspace

[Apply to Job](#)

Source URL: <https://prod1.novartis.com/careers/career-search/job/details/req-10034375-ux-researcher-digital-workspace>

List of links present in page

1. <https://www.novartis.com/about/strategy/people-and-culture>
2. <https://talentnetwork.novartis.com/network>
3. <https://www.novartis.com/careers/benefits-rewards>

4. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/INSURGENTES/UX-Researcher-Digital-Workspace_REQ-10034375
5. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/INSURGENTES/UX-Researcher-Digital-Workspace_REQ-10034375