



Principal UX Lead – Global Digital Solutions

With a vision to create a world without limits for people with diabetes, LifeScan is a world leader in blood glucose monitoring – globally more than 20 million people depend on OneTouch brand products to help them manage their diabetes. For over 40 years, LifeScan has had an unwavering commitment to improving the quality of life for people with diabetes by developing products defined by simplicity, accuracy, and trust. The business has worldwide hubs in Malvern, USA (Pennsylvania), Inverness, UK, and Zug, Switzerland

Title: Principal UX Lead – Global Digital Solutions

Job Function: R&D

Location: Malvern, PA (Remote)

Job Summary & Responsibilities

The Principal UX Lead is an essential product design professional and a voice of user experience excellence in the design of all Lifescan digital interfaces. This role leads the experience design of patient-centric products and possesses futuristic thinking and intellectual curiosity about digital healthcare in the years ahead. The role requires a track record of success in user experience for digital products including mobile, web applications, and interoperable devices. It requires deep knowledge of agile new product development processes, ideally within a medical device, other healthcare or other regulated industry. In addition, the ability to understand complex interconnected product portfolios.

This role contains a combination of hands-on UX exercise and vendor management of other external UX resources. The role must be accountable for the successful delivery of UX assets and product implementation.

The position reports to the Senior Principal UX Lead will work closely with functional product and program managers to drive successful delivery of UX for all product portfolio objectives. The individual must maintain a strategic understanding of business objectives by aligning with leadership across the Product organization as well as the broader Lifescan product organization.

Critical Qualifications:

- Experience with digital (mobile and web) and on-device software for blood glucose meters, insulin pumps and/or other medical devices.
- Knowledge and leadership skills to collaborate cross-functionally within Agile Product Teams
- Ability to rapidly develop a strategic understanding of patient/customer needs.
- Ability to facilitate workshops to explore all angles of ideal UX/UI for a new product will be important.
- Constantly maintained understanding of what competitors are doing to stay ahead of the UX/UI curve
- Constantly maintained understanding of state of the art in cross-industry digital best practices for mobile, web, device, and emerging digital interfaces



- Expert at creating and running usability studies to test our concepts as part of an iterative design process and co-creating training, packaging, and labeling.
- Familiar with device maps, user flows, wireframes, screen/page layouts and other deliverables.
- Ability to articulate what people value and need as well as assess the business impact of technology, design and holistic experiences as you craft and implement the UI/UX strategy for innovative products and services.
- Expert in user-centric design principles within product development
- Able to communicate complex ideas clearly to a variety of audiences, with varying degrees of technical sophistication; must be able to apply these communication skills to build consensus.
- Ability to accurately estimate the cost of UX execution for proposed programs
- Ability to hold UX partners/vendors to account on successful UX delivery

Primary Responsibilities:

- Performs project management functions to ensure that user experience deliverables are completed on-time and within budget. Drives milestone deliverables and proactively reports on project risks, metrics, and outcomes.
- Works closely with cross-functional project teams in the scoping of innovative new product solutions. Supervises the creation of all manner of UX/UI from initial concepting, wireframing through to finished product.
- Define usability goals and develop metrics for measuring how well the product meets the intended use.
- Organize concept creation workshops, create new concepts, brainstorm new user interface ideas and build mock-ups. Evaluate design concepts and user interface prototypes with end users.
- Plan usability evaluations and design tests, recruit participants, conduct usability tests, analyze results and recommend changes, rewrite specifications related to changed features.
- Plan and conduct site visits, analyze and document field research results, create environment and user profiles, report use study results.
- Ensures alignment of product UX to all applicable OneTouch family standards

Role Requirements

- Bachelor's degree required or equivalent years of experience
- 5+ years experience in UX within a digital product environment
- Expertise in diabetes is preferred
- Regulated industry experience preferred
- Expertise in digital therapeutics is of benefit
- Experience working on products with a global footprint is preferred

Education

- A minimum of Bachelor's Degree in a relevant subject is required



Skills and Knowledge

- Past experience in developing, launching, and managing digital products including a mobile app
- Experience working with Agile Product Teams (Technical, UX, Agile Product Owner) and external strategic partners/companies
- Highly versed at customer centric UX/UI
- Detail oriented
- Interacting with colleagues and customers from different cultural backgrounds in diverse language
- High customer orientation and results-oriented work
- Strong communication and presentation skills – compelling and influential
- Intellectual curiosity, problem-solving skills, and agility to pivot in an evergreen environment
- Ability to build rapport at all levels within a global organization
- Results-oriented approach with a proven track record of revenue-driving success
- Ability to remove impediments and make difficult tradeoffs based on program milestones and deadlines

Location

- This position can be remote with preferability to our HQ office in Malvern, PA.

If you want to be seen for the talent you bring to your work, be the driver of your own career, and work with others who share your passion for caring and success then this would be a fantastic role for the right candidate.