

UI UX DESIGNER

Senior

About the Company

Aruba, a Hewlett Packard Enterprise company and global leader in networking products and services, acquired local startup Cape Networks in 2018. As Cape Networks we had a big vision: to improve the way the Internet works for everyone. We built a small team of skilled engineers and designers in Cape Town and a product that won us Best Startup of the year from Wi-Fi NOW.

Today, our product is the fastest growing in the Aruba portfolio and our Cape Town-based team is recognized as being at the leading edge of design thinking and execution. Now is a unique opportunity to join our growing our team, build new products, and scale our systems to meet a >100x surge in demand during the next 12-18 months.

What do we do?

Our product gives the IT industry insight into how their users are experiencing Wi-Fi, network, and application performance, and helps them fix problems before users complain. Other performance tools are complex and intimidating, built by network engineers for network engineers; ours is beautiful and simple, and our customers love it. Our sensor hardware is a delight to install and our software is easy and fun to use. Our product is used in offices, universities, banks, hotels, airports, stadiums, retail stores, and more - every business with Wi-Fi is a potential customer that we can help.

We design all our own hardware and software in Cape Town. Our software systems are built entirely in-house using Python, React, InfluxDB, and AWS Kinesis and other technologies. We are truly a full-stack company, with a great set of technical challenges to work on.

An overview of your role

The UI UX designer is a critical role within the UXI team that is ultimately responsible for the continued product success. The role extends beyond defining the UI experience to taking a holistic view in designing and influencing every customer touchpoint during their UXI journey from product discovery, to onboarding and use.

Your role in more detail

- Gain a deep understanding of the UXI customer business, operations and pain points
- Use data, analytics and customer interactions to understand how they currently use the product
- Work closely with the team lead, product manager and front-end team to discover and design customer solutions
- Assist with UX process refinement
- Document the scope of the UX which includes a common understanding of features, schedules and milestones
- Explore contextual user scenarios
- Illustrate design ideas using storyboards and process flows

- Responsible for all design outputs – product dashboard, new features, product tours, feature releases, as well as mobile design, branding, marketing collateral, and emailers
- Drive vision of the product by aggregating team and client feedback, making use of prototypes and wireframes
- Constantly look at ways to improve the overall product experience
- Drive innovation and best practices
- Steer, implement and communicate creative concepts/ideas/outputs when needed
- Set timelines and meet studio deliverables
- Design quality control

Key attributes

- Ability and willingness to learn new and complex business concepts
- Ability to self-manage and self-motivate
- Ability to work remotely within a virtual team

Prior Experience

- Prior experience as a UX designer a must
- 5-10 years of combined experience in design and product related roles
- Experience working with B2B SaaS products for enterprise IT teams as the end user is a plus
- Experience working in the wireless and wired networking industry a plus

What we are offering

- Excitement and growth of a start-up with the resources and security of a Fortune 100 company
- Full-time position
- Competitive salary
- Great benefits* (Benefits are role and level dependent)
 - Comprehensive medical aid
 - The company contributes 7.5% of your pensionable salary on your behalf into the Provident Fund, and you as the employee, contribute 7.5% of your pensionable salary into the Pension Fund.
 - Approximately 2% is paid by the company towards the Group Life & Disability Fund
 - Life and long-term disability insurance
 - Each year, you would be entitled to 20 paid working days off to use as vacation days. Other leave types include maternity leave, study leave, family responsibility leave, etc.
 - 6-month paternity/maternity leave (if you've been around for more than a year)
 - Employee Assistance Programme - This program is a confidential information support and counselling service provided to help employees, deal with everyday situations, or more serious problems, that may be affecting health, family-life or job performance.
 - Company-wide events

- Cash recognition awards
- Referral bonus scheme
- Ongoing technical education
- Soft skills training
- Exposure to latest & greatest technologies
- Opportunity to help shape the product
- Growth and global scope

Contact

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