

LABOR CATEGORY 16 UI/UX DESIGNER (REMOTE)

Location: Remote

Period of Performance:

Base Period: Award – 31 December 2026

Option Period 1: 1 January 2027 – 31 December 2027

Option Period 2: 1 January 2028 – 31 December 2028

Option Period 3: 1 January 2029 – 31 December 2029

Option Period 4: 1 January 2030 – 31 December 2030

Tasking

1. Support product teams by applying User-Centered Design (UCD) best practices throughout the software lifecycle.
2. Engage with end users through the agile product development process to ensure solutions meet operational needs.
3. Establish feedback loops with customers and apply the Build–Measure–Learn cycle to guide iterative product development.
4. Conduct user research, including interviews, usability testing, and surveys, to validate design assumptions.
5. Create design artifacts such as sketches, flows, wireframes, high-fidelity mockups, and interactive prototypes.
6. Ensure all design work complies with accessibility standards (WCAG, Section 508) and follows industry best practices for inclusive design.
7. Collaborate with Product Managers on backlog refinement and prioritization to align design priorities with business value.
8. Provide clarification to developers during implementation to ensure user expectations are met.
9. Collaborate within cross-functional Agile/DevSecOps teams, actively participating in standups, demos, and retrospectives.
10. Present and communicate design decisions effectively to stakeholders and senior leadership.

Essential Qualifications

1. Proven UI/UX industry experience on complex web and/or mobile application design projects.
2. Strong skills in user research, usability testing, and user-centered design methods.
3. Experience collaborating in Agile/DevSecOps environments, including backlog refinement with Product Managers.
4. Proficiency with modern design and prototyping tools (e.g., Figma, Sketch, Adobe XD, Axure, InVision).
5. Knowledge and practical application of accessibility standards (WCAG, Section 508) and inclusive design principles.
6. Experience producing deliverables such as wireframes, user flows, prototypes, and high-fidelity mockups.
7. Strong communication, facilitation, and stakeholder collaboration skills.
8. Fluent in English (oral and written).
9. Portfolio of work demonstrating past design solutions and methodology.
10. Certification in UI/UX or related field (UI Design, UX Analyst, Human-Centered Design) desirable.
11. University degree in Human Computer Interaction (HCI), Human Factors, Human Centered Design/Engineering, or related discipline desirable.