



How the world shares ideas.

Usability Design Group

HCI career opportunities, required or desired skills and how to get them

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Usability Design Group

- **Currently 36 people with continued growth expected**
- **Part of a community of approximately 175 human factors professionals in Nortel**
- **What do we do?**
 - Simplify our customer's life!
- **How?**
 - Consider the whole customer experience
 - Find out, buy, get, install, use, upgrade...
 - Assess procedural dependability
 - Human error analysis
 - Apply use-centered design to product and solutions
 - Success metrics, operational requirements, software UIs, procedures, information support, etc
- Focusing on **effective network operations**

HCI Career Opportunities

- **UI Designers**
- **Human factors specialists**
- **Customer researchers**
- **...**

- **Generalists or specialists**
- **Individual contributors or managers**

Required or desired skills

- The environment you will work in...



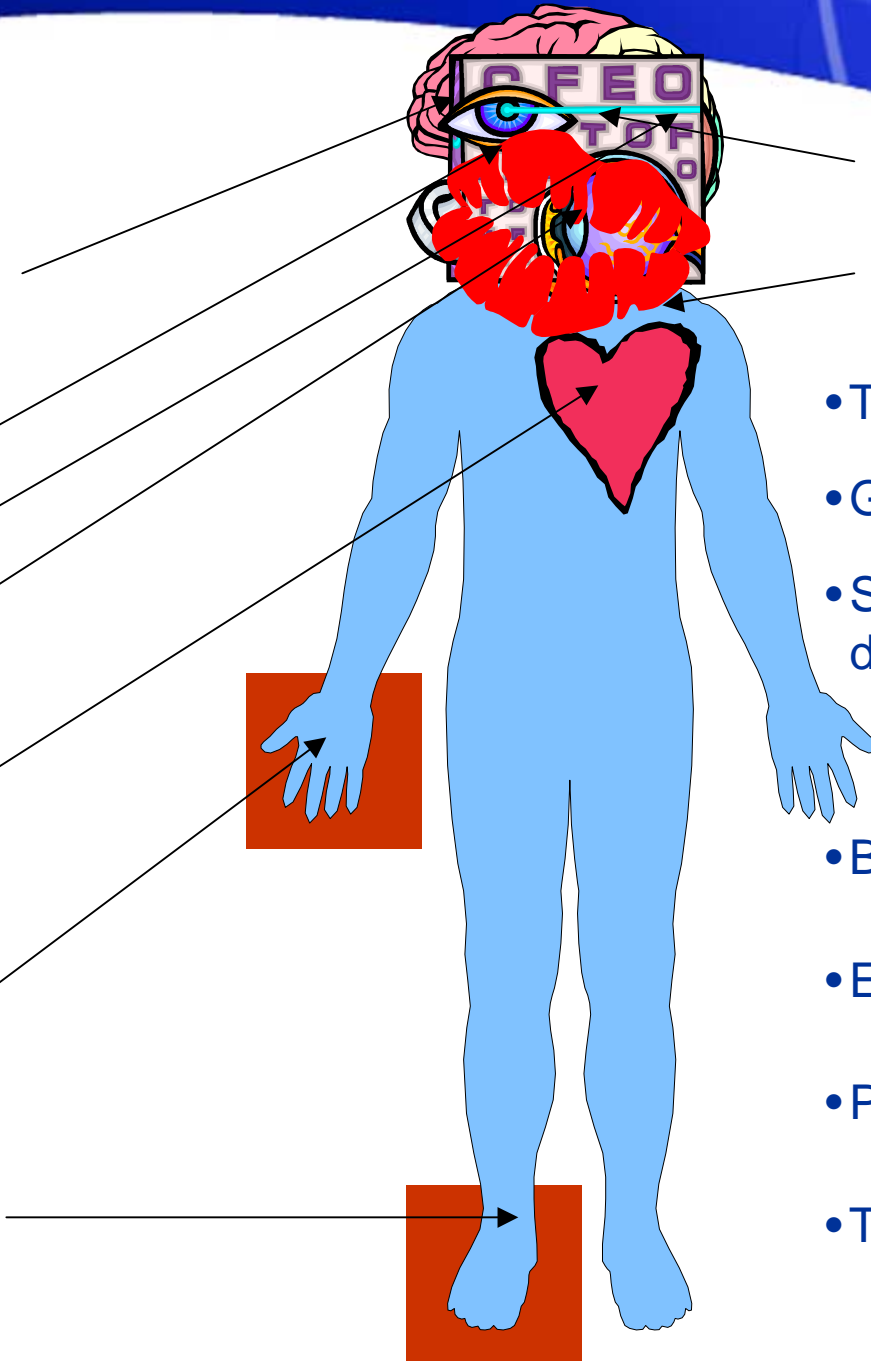
Required or desired skills

- Some of the people you might work with...



The Ideal Candidate

- Learns quickly and thinks clearly
- Analytical
- Takes initiative
- Eye for detail
- Ears that listen well
- Good communication skills
- Principled
- Dedicated
- Courageous
- Flexible
- Sure grasp of business and usability issues
- Sure-footed and confident



- Technical / HF expertise
- Strong broad shoulders
- Thrives on constant change
- Good interpersonal skills
- Strong Team Player and self-directed
- Business/usability balance
- Energetic and enthusiastic
- Pragmatic
- Thirst for new technology

How to get these skills

- **School – theoretical knowledge and ideally some project experience**
 - Carleton University, University of Waterloo, Loughborough University (UK), L'École Polytechnique, many US schools
 - Human Factors, Ergonomics, HCI, Industrial engineering, Cognitive Science, Kinesthesiology, Computer Science, Psychology (of many types), graphic design, industrial design, ...
- **On-the-job**
 - Consultancies, companies, internships, volunteer organizations
- **Conferences / Tutorials**
 - Student volunteers
- **Internet, books, local associations**
- **Training courses**
 - University summer schools, consultancy courses, etc