

Position Title:	Senior UI/UX Designer	Classification:	IS27
Department:	Application Services	Job Code:	90000665
Work Unit:	Application Development	Job Title:	Information Systems Officer
Manager Title:	Director, Application Services	Last Updated:	January 2026

DEPARTMENT OVERVIEW

ESIT Advanced Solutions (a DXC Technology company) Application Delivery and Innovation (AD&I) Services department is responsible for the planning, design, development, and sustainment of enterprise and public-facing digital systems supporting clients across the BC Broader Public Sector, including Ministry of Finance, Ministry of Transportation and Transit and multiple other ministries.

The department delivers and supports mission-critical applications used by thousands of internal ministry users across multiple locations and by members of the public accessing essential government services. These systems operate in complex regulatory, security, and accessibility-driven environments and span a mix of legacy platforms and modern digital solutions.

AD&I works in close partnership with business stakeholders, delivery teams, and external partners to modernize user experiences, improve service outcomes, and ensure digital products are reliable, secure, accessible, and user-centered. User experience design is a critical capability enabling successful adoption, operational efficiency, and positive public outcomes.

DESCRIPTION

The Senior UI/UX Designer applies advanced professional knowledge to design and deliver high-quality, accessible, and user-centered digital solutions. This role is regarded as a subject matter expert in user experience design and frequently contributes to the development of new ideas, methods, and standards.

The position works on complex and high-impact initiatives where analysis requires in-depth evaluation of multiple factors including user needs, business objectives, accessibility requirements, enterprise constraints, and public-sector policies. The Senior UI/UX Designer exercises significant independent judgment within broadly defined practices and provides expert guidance to project teams and stakeholders.

This role is a senior individual contributor position with no direct staff supervision, and includes mentorship, training, and functional leadership responsibilities.

ACCOUNTABILITIES/DELIVERABLES

- Leads user experience deliverables for complex, enterprise-level initiatives involving Agile or hybrid delivery teams, ensuring user-centered design principles are embedded throughout the solution lifecycle

- Produces user interfaces and interaction models for digital products, including low- and high-fidelity prototypes, production-ready UI designs, reusable components, and design patterns
- Gathers, evaluates, and translates user and business requirements in collaboration with product owners, business analysts, developers, and architects
- Develops and recommends design solutions that address business needs, operational constraints, and public-sector policy requirements
- Illustrates design concepts using storyboards, journey maps, process flows, sitemaps, and wireframes
- Maintains and contributes to enterprise UI design systems and standards for web and mobile applications
- Plans, conducts, and interprets user research and usability testing, including qualitative and quantitative methods, and applies findings to inform design decisions
- Ensures user experience designs comply with accessibility standards (WCAG 2.1 AA or higher), usability best practices, and enterprise guidelines
- Collaborates across disciplines including business analysis, development, architecture, testing, and operations
- Applies an iterative, evidence-based design approach informed by user feedback, analytics, and peer review
- Leads preparation of UX-related documentation supporting solution design and delivery
- Provides mentorship, coaching, and formal training to analysts, developers, and other team members on UI/UX practices
- Assists in the development and continuous improvement of UX standards, guidelines, and reusable assets
- Reviews and evaluates designs and project activities for alignment with UX standards, accessibility requirements, and enterprise architecture
- Actively participates in delivery initiatives to ensure effective stakeholder engagement and timely communication
- Keeps current with modern design tools, techniques, best practices, and emerging trends relevant to public-sector digital services
- Provides cost and effort input to support planning of application development, enhancements, and modernization initiatives

Impact/Scope

- Works collaboratively with peers, delivery teams, client representatives, and external partners
- Regularly interacts with senior individual contributors, managers, directors, and program leadership
- Supports multiple concurrent initiatives with varying levels of complexity and public visibility

- Contributes to digital solutions that are public-facing, highly visible, and critical to service delivery

SUPERVISORY RESPONSIBILITIES

Type of Report	#	Type of Report	#
Direct (directly supervises assigned staff)	0	Indirect reports (supervises through subordinate supervisors)	0

PROJECT/TEAM LEAD OR TRAINING RESPONSIBILITY

Role	Y/N	Role	Y/N
Supervises students or volunteers	Y	Provides formal training to other staff	Y
Leads project teams	N	Assigns, monitors, and examines work of staff	Y

FINANCIAL RESPONSIBILITY

Provides UX effort and cost input to support planning and estimation for application development, system enhancements, and modernization initiatives.

SELECTION CRITERIA

Education and Experience

- Bachelor's degree in Design, Human Factors Engineering, Human-Computer Interaction, Social Sciences, Communications, Business, or an equivalent combination of education and experience
- Minimum 7 years of progressively senior experience in UI/UX design, typically supported by 10 or more years working on complex digital products, enterprise systems, or public-facing applications
- Demonstrated experience working as a senior individual contributor within Agile or hybrid delivery environments

Knowledge, Skills, and Abilities

Mandatory (Must-Have)

- Advanced application of UI/UX design principles, theories, and practices across multiple digital products or services
- Proven experience designing accessible digital solutions in alignment with WCAG 2.1 AA or equivalent public-sector accessibility standards
- Strong understanding of inclusive and universal design principles for diverse and non-technical user populations
- Experience producing high-quality UX artefacts including personas, journey maps, usability test plans and results, wireframes, prototypes, functional specifications, and design documentation
- Demonstrated ability to plan and execute qualitative and quantitative user research and translate findings into actionable design recommendations
- Ability to evaluate and review designs for alignment with enterprise architecture, standards, and delivery constraints
- Strong analytical, problem-solving, and decision-making skills

- Ability to communicate design rationale, research findings, and recommendations effectively to technical and non-technical stakeholders, including senior management
- Excellent written and verbal communication skills in English

Tools & Technologies (Mandatory / Strong Preference)

- Advanced proficiency with modern UI/UX and prototyping tools such as Figma, Adobe XD, Sketch, InVision, or equivalent
- Experience contributing to and maintaining enterprise design systems and reusable UI component libraries
- Familiarity with collaboration and delivery tools commonly used in public-sector Agile environments (e.g., Jira, Confluence, Azure DevOps, or equivalent)
- Experience designing responsive web and mobile interfaces
- Familiarity with accessibility testing tools and techniques (e.g., Axe, Lighthouse, screen readers)

Desired (Good-to-Have)

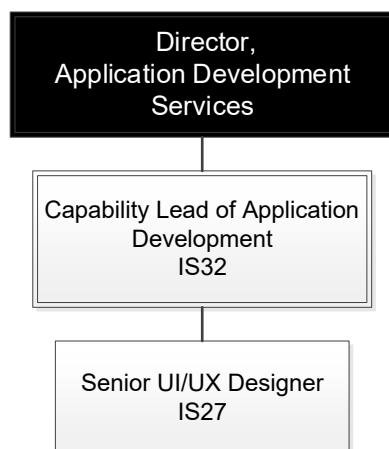
- Experience across multiple UX sub-domains including information architecture, interaction design, usability engineering, content strategy, information visualization, or service design
- Experience facilitating workshops to identify target users, define user needs, and build consensus across stakeholder groups
- Experience influencing product or delivery teams to prioritize user needs using evidence-based insights
- Familiarity with data-informed design approaches, analytics, or usability metrics
- Awareness of emerging trends such as AI-assisted design tools and automation, with the ability to assess applicability within public-sector and enterprise environments
- Experience working within regulated, large-scale, or public-sector environments

REQUIRED COMPETENCIES

All Advanced Solutions employees are required to display the following competencies:

- | | |
|-----------------------|----------------------------|
| • Customer Focus | • Building Effective Teams |
| • Integrity and Trust | • Priority Setting |
| • Ethics and Values | • Decision Quality |
| • Motivating Others | • Business Acumen |
| • Drive for Results | • Organizing |

DEPARTMENT STRUCTURE



WHAT WE OFFER

All Advanced Solutions employees are required to display the following competencies:

Salary Package

- Employment Type: Full Time, Regular
- Union/Non-Union: Union-BCGEU
- Salary Grid Level: Level 27, Schedule 2
- Annual Salary: \$111,370.92 - \$127,197.57 (Based on a 40-hour Work Week)
- Office Location: Victoria, BC - Hybrid

Benefit Package

- 15 Vacation days, with entitlement increases with service
- Maternity, Parental and Pre-Adoption Leave with option for top up
- Employee Assisted Program including paid counselling services for you and your family
- Paid sick leave for when life happens
- Extended health and dental
- Public Service Pension plan, matched by Advanced Solutions
- Excellent Rewards and Recognition Program