

JOB DESIGNATION: Product Experience & Front-End Specialist (1 year contract)
DEPARTMENT: Special Project (SP)
DIVISION/PILLAR: Research, Innovation & Ecosystem Development (RIED)
REPORTING TO: Assistant Manager, SP (Project Lead NIMP)
JOB DESCRIPTION
<ol style="list-style-type: none"> 1. UI/UX Design <ul style="list-style-type: none"> • Develop wireframes, low-fidelity and high-fidelity mockups for system modules. • Produce interaction flows, layout structures, and style guidelines. • Maintain a unified design system (components, icons, color schemes). • Conduct internal rapid usability evaluations with stakeholders. 2. Front-End Development <ul style="list-style-type: none"> • Implement responsive UI components using approved technologies. • Integrate front-end with backend APIs and data sources. • Ensure cross-browser, cross-device compatibility. • Optimise UI performance and loading time. 3. Quality Control <ul style="list-style-type: none"> • Conduct UI-level testing to ensure consistency and accuracy of interface behavior. • Support the QA process by preparing UI-related test cases. • Validate accessibility and compliance to design standards. • Helpdesk system & knowledge base. • System uptime / performance / security report. • Version update / release documentation. 4. Change Management & On-site Support <ul style="list-style-type: none"> • Be stationed at the client's site for up to 3 days per week. • Provide user handholding and guided system adoption support. • Perform usage monitoring and basic analytics to identify adoption gaps, usability issues, and improvement opportunities. • Conduct troubleshooting and first-layer (L1) support for UI/UX and front-end related issues. • Collect user feedback and translate operational findings into UI/UX improvements, training materials, and enhancement recommendations. 5. Collaboration & Documentation <ul style="list-style-type: none"> • Work closely with system analyst, backend programmers, and technical manager. • Provide documentation of design decisions, front-end structures, and UI standards. • Prepare visual assets and front-end guidelines for long-term maintenance. 6. Perform ad-hoc task or any other related tasks assigned from time to time by the immediate superior or the Management to support the department's objectives.
COMPETENCIES
<ol style="list-style-type: none"> 1. Bachelor's Degree in Computer Science or Information Technology or Software Engineering or Equivalent. 2. Minimum 3 years of experience in front-end development. 3. Certification in Graphic Design, Digital Media Design, Creative Multimedia, Industrial Design, or Visual Communication is an added advantage, with proven UI/UX and front-end experience.

4. Proficient in UI/UX design tools such as Figma, Canva, Adobe XD, Sketch, or equivalent prototyping and wireframing platforms.
5. Familiar with front-end technologies and integration with backend systems/APIs is an added advantage.
6. Experience with automated testing tools.
7. Ability to translate user requirements, workflows, and business processes into intuitive interface designs, wireframes, and prototypes.
8. Experience in preparing design documentation, UI standards, and visual guidelines to support system maintenance and scalability.
9. Understanding of cross-browser compatibility and accessibility.
10. Capable of collaborating with system analysts, developers, and stakeholders to iterate designs based on feedback and system constraints.