

Smart Energy LAB

Service Design Researcher

If you want to be part of the new decade on energy revolution, at Smart Energy LAB you will have the opportunity to have a real impact by creating new products and services that will contribute to energy transition, focusing on Decarbonization, Decentralization and Digitalization.

Smart Energy Lab has a unique combination of science, technology and industry in the energy sector, focused on creating new products and services for the downstream of the energy value chain.

“We are a green dream factory that will make tomorrow possible, improving life for everyone with new energy solutions through smart collaboration.”

In order to create the future, we are looking for a **Service Design Researcher**.

As a **Service Design Researcher** you will perform tasks such as:

- Conduct different aspects of qualitative and quantitative design research such as planning, executing, analysis, synthesis, deliverable creation, and presenting insights and opportunities to guide the design of solutions and business models
- Communicate and envision service concepts and ideas to team members, partners, and clients. You use diverse set of service design methods & tools that illustrate all the components and touchpoints of the service, process and user flow
- Collaborate with other disciplines to plan and measure the success of experiences
- Distil business, customer, and partner constraints into digestible components for the design team
- Document target users and their requirements in user stories
- Assist the team and stakeholders to gain empathic understanding of users, from idea generation to product discovery
- Strong in spoken, written and visual communication skills

Requirements for this position:

- 3+ years of professional experience in a design consultancy or equivalent position
- Proven designs and experience of launched services that have been implemented in the real world
- Innovation mindset
- Strong alignment with our mission
- Understand the balance of user experience, business case and value, sustainable energy and technical feasibility to make tradeoffs where appropriate

- Maintain in-depth knowledge of research methodologies and data analysis techniques
- Desire to work in a respectful, transparent, and collaborative work environment
- Bachelor/Master's/Ph.D. degree in behavioral science or closely related discipline. These fields may include but are not limited to Human-Computer Interaction, Interaction Design, Service Design or Strategic Design. **As this is a government sponsored position, your degree needs to be recognized by the Portuguese government via DGES (<https://www.dges.gov.pt/en/pagina/degree-and-diploma-recognition>)**
- Fluent written and spoken English
- Compensation requirements within monthly gross range from €1600 to €2000 according to the experience
- **Employees need to have Portuguese tax residency**

Position sponsored by European Funding Project: 12 months contract, with possibility to renew to permanent contract after the first contracting period.

Location: Lisbon, Portugal