Overview
Tufts University is a leader in American higher education, distinctive for its success as a moderately-sized university that excels at research and is committed to providing students with a personal experience. Tufts is known for its academic blend of research and liberal arts, with three main campuses, including a medical school, dental school, and veterinary school. These practices create a unique combination that attracts faculty, staff and students who thrive in an environment of curiosity, creativity and engagement.

TTS Design Practice Overview
The Tufts Technology Services (TTS) Design Practice exists to make the academic and professional lives of students, faculty, and staff simpler, more satisfying, and more productive. Our team consists of Service Designers, UX/UI Designers, Content Strategists, and Application Developers. Knowledge areas of service design, design thinking, user experience design, and software development combine to frame and solve critical and complex problems and deliver compelling solutions and engaging experiences. Our innovative and human-centered processes encompass the entire user journey resulting in a coordinated, satisfying, and differentiated Tufts experience.

Internship Description
As a member of the TTS Design Practice, the Design Practice Intern will work under the guidance of our Service Designers, using research and creativity to understand critical business problems and design new and engaging experiences that connect with people inside and outside the Tufts community. The intern will have the opportunity to participate in a wide range of service and experience design projects. Typical project activities include qualitative and quantitative user research, experience audits, insight synthesis, service blueprints, journey maps, storyboards, prototyping and mockups, wireframes, and user testing. The intern will be able to interface with key stakeholders and clients inside and outside of Tufts Technology Services in the pursuit of sustainable and highly usable solutions.

Intern Assignment: Design Practice

Internship Address: Tufts University, Medford/Somerville Campus
169 Holland Street
Somerville, MA 02144
Occasional travel to the Boston/Medical campuses may be required

Is Location MBTA Accessible? Yes

Hours Per Week: 10-20 hours/week
Time Frame: January 27 – April 24, 2020 (Flexible)
Preferred Days of Week: M-F
Internship Hours: 9:00 A.M. - 5:00 P.M.
Pay Rate $18.00/hour
Room and Board: Not provided. Student intern is responsible for their housing arrangements.

Contact Person: Margaret Rubio-Keefer, margaret.rubio_keefer@tufts.edu
Internship Responsibilities
Under close supervision and guidance, responsibilities include:

- Participate in meetings with multi-disciplinary project teams
- Assist with user research planning and execution
- Conduct experience audits
- Participate in analysis and synthesis of insights
- Assist with development of design documents such as storyboards, service blueprints and journey maps
- Develop low-fidelity prototypes and wireframes of services and applications
- Assist with the planning and execution of usability testing

Basic Qualifications
- Familiarity with design thinking, with human-centered design methodologies, and with experience with design fundamentals
- Logical, concise writing skills
- Strong communication and interpersonal skills; the ability to work effectively with individuals at all levels of the organization
- Ability to efficiently manage time, multi-task as needed, and effectively navigate shifting priorities
- Flexibility and adaptability to work effectively as a member of a team as well as an ability to work independently
- Attention to detail and commitment to quality
- Critical thinking and problem-solving skills

Desired Qualifications
- Ability and desire to learn independently when given a set of resources to draw from
- Basic graphic design/layout skills
- Basic web site development skills and/or programming skills
- Basic familiarity with rapid prototyping tools such as InVision, AdobeXD, Sketch, or Axure