We are seeking an experienced **Senior UX/UI Product Designer** for one of our clients, a globally recognized enterprise. This hands-on role is embedded within a digital transformation initiative focused on elevating global employee experiences and internal service channels. Working across key corporate functions such as HR, Finance, and Procurement, you will play a pivotal role in bridging the gap between business stakeholders and ServiceNow delivery teams, transforming complex service workflows into intuitive, user-centered digital solutions.

Senior UX/UI Product Designer

Nr ref.: 263/8/2026/AS/270130/jobs.pl Warszawa (mazowieckie)

What you can expect from us?

- **Flexible Contractor Engagement:** A long-term B2B subcontracting agreement providing high execution autonomy within a structured enterprise framework.
- **Global Scope & Business Impact:** Direct impact on simplifying daily workflows and self-service channels for thousands of employees across a global organization.
- **Modern Design Ecosystem:** Opportunity to shape end-to-end service journeys across HR, Finance, and Procurement using industry-standard tools (Figma, ServiceNow).
- **Cross-Functional Exposure:** High-visibility collaboration with international stakeholders, service owners, and specialized digital implementation units.

Employment agency entry number 47

this job offer is intended for people over 18 years of age

What will your tasks involve?

- **User Research & Usability Testing:** Plan and execute qualitative user interviews, discovery sessions, and usability tests with end-users, service agents, and process SMEs to validate real employee needs.
- **Service & Journey Mapping:** Map current- and future-state user journeys, task flows, and service blueprints across multiple corporate service areas to eliminate friction and improve self-service adoption.
- **UI Design & Interactive Prototyping:** Design low- and high-fidelity wireframes, mockups, and clickable prototypes in Figma tailored for ServiceNow portals (Employee Center, Service Catalog, request forms, and Virtual Agent flows).
- **Data-Driven Iteration:** Test design concepts directly with users, document key insights, and iteratively refine mockups based on empirical usability findings and post-launch CSAT/NPS feedback.
- **Developer Handover & Collaboration:** Prepare clear, developer-ready design handover packs for ServiceNow configuration teams and collaborate closely with Business Owners, Change & Communications, and DigitalX teams.

What we expect from you?

- **Proven Expertise:** 5+ years of hands-on experience in enterprise digital product design, UX research, service design, and UI prototyping (degree in HCI, UX Design, Psychology, Cognitive Science, or IT preferred).

- **Tooling & Design Systems:** Advanced proficiency in Figma and workshop/journey mapping tools, alongside a strong command of responsive design, accessibility standards, and enterprise design systems.
- **Enterprise Portal Familiarity:** Strong experience or solid functional awareness of the ServiceNow ecosystem (Employee Center, Service Portal, Service Catalog, HRSD, CSM) or similar complex enterprise portals.
- **Multilingual Communication:** Business-fluent English and Polish (both mandatory) to comfortably lead stakeholder workshops, conduct international user research, and produce clear technical documentation.
- **Autonomous Execution:** Ability to work independently, taking ambiguous business inputs and turning them into practical, user-tested, and tangible design deliverables.