



Interview Guide | User Experience Researcher

Welcome

Thank you for your continued interest in the Chan Zuckerberg Initiative. This document provides an overview of your next day of interviews. We appreciate the time you've invested in our interview process and are excited to have you meet the team!

Please review our [Candidate Journey](#) to learn more about CZI, our culture, and [how to prepare for a Zoom interview](#). If you require additional accommodations, have questions, or need support on the day of your interviews, please contact your Recruiter or a member of the Hiring Experience team. Someone from the team will ensure you are taken care of and that your experience is smooth.



Your Presentation (45 min)

Please share a deck that responds to the prompt provided to you. Your audience will be a larger group of cross-functional partners who you will later meet with individually. They will be familiar with UX research methods and will be interested in your plan, rationale, and how your learnings and recommendations might impact the product.



1:1 Interviews (45 min each)

Your interviewers will be a mix of product managers, designers, researchers, engineers and your hiring manager. Each interviewer will want to get to know more about you and also understand your experience in the following areas:

- Your past work, from how you design and execute studies, how you synthesize and report your research, to reflections and learnings along the way
- Your product impact through research
- Your problem solving and product thinking skills
- How you communicate and collaborate with your team



AMA (30 min)

There will also be a 30 minute “ask me anything” interview, where a member from the team will meet with you to answer any questions you might have, and have the opportunity to learn about us and our work.



Lunch & Breaks

You'll have scheduled breaks throughout the day. If schedules permit, we also try to book an “Ask Me Anything” 45-minute lunch to ask more questions and get to know the additional members of the team. Rest assured, this will not be another interview. This is your chance to ask more questions, decompress and recharge.



You are likely to encounter the following interview types:

1. Case Study
2. Cross Functional (two interviews)
3. Career and Competencies

Case Study

The purpose of the interactive whiteboard session is to understand how you approach working with a product team to conduct research. Your case study interview will be conducted by another UX researcher at CZI. You'll receive a prompt at the start of the session and you'll be asked to design a research plan, providing your rationale along the way.

For the session, we'll be using the virtual whiteboard tool Miro. If you prefer to use Google Slides or Mural, please let us know. Don't worry if you haven't used one of these tools before, only the substance of your work will be evaluated, not your performance or familiarity with the tool.

There aren't any "right" answers - we're curious to learn more about how you approach questions, think through challenges, and compose research plans.

Cross Functional (two interviews)

The purpose of this interview is to evaluate your ability to collaborate with cross-functional team members. We believe that teams composed of people with diverse experiences will allow us to create better solutions and relationships with the communities in which we serve and help us advance our goals under each of the initiatives. This interview will be with our awesome cross-functional (non-Data) partners, typically from product PM, Engineering, Infrastructure, User research, or Design! They want to gather signals on how great it will be to work with you, as well as if they can rely on you with respect to data knowledge, so the organization can make data-driven decisions!

Career and Competencies

Our Career and Competencies interview allows candidates to highlight their experiences and perspectives through behavioral style interviewing. We believe that teams composed of people with diverse experiences will allow us to create better solutions and relationships with the communities in which we serve and help us advance our goals under each of the initiatives.

Questions during this interview will focus on your career as well as how you handle situations. Remember to draw upon your professional and personal experiences to answer these questions. The use of real-life examples makes it easier for the interviewer to ask for more details and get a stronger signal. Don't be worried about sharing your failures as well. Learning through failures is a valuable skill that we look for in a candidate.