



Company Overview

SessionStack is a product, used by customer support and success teams to easily understand and guide customers in real-time. Once integrated into a web application or a website, SessionStack starts collecting user session data in the browser, such as UI changes, user actions, errors, network data, static assets and so on. The data is then reconstructed as a pixel-perfect video live stream allowing a customer support agent to see what is happening to the user and also help them achieve their goal.

SessionStack's product and technology is a replacement for standard screen sharing solutions. With SessionStack the end-user doesn't have to install and configure any software since it's integrated into the web application, making the support work a lot less painful. On the other hand, due to the fundamental technology differences compared to screen sharing solutions, SessionStack provides features that improve the whole workflow of support organizations.

SessionStack is processing billions of events and millions of user sessions per month. And these numbers are growing. It's running in the cloud but can be easily deployed on private servers, hosted by our customers.

We're a young startup yet we already have happy customers from various fields like governments, insurance companies, healthcare providers, e-commerce, startups and more.

What's The Opportunity?

SessionStack is young and growing. Both in terms of team and customers.

You have the opportunity to join us early on this journey, which will boost your experience both on a professional and a personal level.

There's a lot more about this role than just creating generic interface components like buttons and toolbars. SessionStack shows real-time everything that the customer is experiencing, providing support teams with the features they need to satisfy customers as quickly as possible. You'll be working with the team, stepping on customer feedback

to help shape the product vision. You'll be working on concepts that have to be invented, rather than being reused from something that already exists.

Your work will be frequently pushed to live and you'll get the chance to have the satisfaction of hearing how happy our customers are with what we build.

What will I be doing?

As a UX/UI Designer in our team, you will:

- Lead the effort to fundamentally update the presentation & interaction design quality of our web app.
- Work closely with Engineers to ensure an outstanding quality of your design work implementation.
- Measure the success of your work with analytics data.
- Iterate the overall presence and user experience of the SessionStack website based on analytical data.
- Create visual materials for our high-traffic blog.
- Create various website pages for A/B testing purposes by working closely with the marketing and sales people in the team.
- Create marketing materials such as imagery, banners, email templates, eBooks, whitepapers, landing pages.
- Be proud of your work, obsess about its quality.

What skills should I have?

- Since we're a small team, the most important quality we value is being responsible. You'll have to meet the deadlines you commit to.
- Ideally, you have experience working on exciting SaaS products in your previous roles, and loved the joy and satisfaction of knowing that people around the world are using something you've created
- Highly-refined visual, interaction and motion design skills and the ability to communicate rationale behind decisions taken

- Background designing experiences that people can access on any type of device, desktop, tablet, phone
- A good eye for detail. You value quality and perfect every detail of your work
- You are an excellent self starter who can easily collaborate with Engineers and Business people
- You thrive in a fast-paced, constantly changing environment

Benefits

- Competitive salary
- Equity in our company
- Flexible work schedule
- Your work will immediately impact the product and the company
- A transparent environment where you can see and participate in everything that happens in the company on a daily basis