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Usability expert User role

General description:

Their main task is assessing about the **usability** of user interfaces: web pages, desktop/mobile apps, etc.; could be as a member of the development team, or as an independent consultant. They will produce a **report** with a series of **issues and recommendations**.

Priority:

High / Focal role

Domain knowledge:

They know the usual heuristics and when/how to use them. Instead of using the heuristics as a checklist to follow it strictly, they usually perform the evaluations **based on their own knowledge**, detecting the problems and then using the heuristics as a support and reference.

Context of use:

As usability experts, they spend most of the time performing evaluations, recommendations, researching, etc. They work on usability on a daily basis.

Different experts may participate in an evaluation, but usually one of them is who performs most of the work.

Special needs:

As they have a deep knowledge of usability principles, they might use **principles and checkpoints from different sets of heuristics** for a single evaluation, choosing those more suitable for every particular evaluation.

Defined during:

User roles

Parent role:

[Evaluation expert](#)

Personas with this role

[Marc](#)

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[? User roles](#)

A user role is a particular kind of **relationship between some users and a system**. In other words, roles are played by users.

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