

# WE'RE HIRING

## TECHNICAL SUPPORT SPECIALIST (FULL-TIME)

Apex is a consulting firm specializing in systems evaluation. We have been serving the public and nonprofit sectors for over two decades, providing program planning, evaluation, facilitation, and technical assistance. Our clients represent a wide range of organizations that are working toward academic, health, social, and economic equity and justice. Many of our partners are working to change systems, policies, conditions, and behaviors at the individual, community, organizational, and governmental levels. Our approach reflects a belief that evaluation and data can lead to more effective development and implementation of programs, which, in turn, leads to thriving. Thriving programs. Thriving organizations. Thriving communities and people.

### COMPETENCIES AND DUTIES

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This position requires someone with a friendly, outgoing personality who will represent Apex well and develop lasting relationships with our clients. You will be helping deploy various data systems to our clients, including an iPad application and an online database system. You will also be part of a diverse team. We are looking for someone who demonstrates self-motivation, personal accountability, and effective task management. The skills required to provide the exceptional level of service our clients expect include:

- Proficiency with various web-based and mobile technologies
- Ability to communicate effectively in person, on the phone, via webinar, and by email
- Patience and capability to teach someone how to use a new technology
- High attention to detail
- Data monitoring and entry
- Strong desire to learn and adapt
- Ability to work independently and as part of a team
- Proficiency in Microsoft Excel and Word
- Familiarity with Windows and Mac operating systems

Specific tasks include, but are not limited to:

- Perform quality assurance tests on applications  
Set up mobile devices and other tools for data collection by our clients
- Support clients using multiple data systems, including technical assistance and training
- Communicate with clients regarding compliance and deliverables
- Support Apex evaluators with internal technical issues
- Monitor email and phone support requests
- Manage client accounts for various Apex systems
- Test and create user guides for Apex systems and tools

#### CORE VALUES

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Our core values shape our approach to both colleagues and clients. These values include seeking and balancing multiple perspectives, continuous improvement, and open communication. Apex employees are expected to practice kindness and optimism; curious intelligence; work ethic; empathy; self-awareness; and integrity. Systems thinking is a part of our culture, which approaches problems using distinctions, systems, relationships, and perspectives. This method of thinking is central to the way we approach our work at Apex. Knowledge of systems thinking is not a pre-requisite for hire, and employees will receive ongoing training in this method of problem solving.

#### EXPERIENCE

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Previous experience in a customer service or IT role highly preferred. Apex is looking for someone who is tech savvy and personable.

#### COMPENSATION & BENEFITS

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- This 40-hour per week position starts at \$15/hr. Wage will be commensurate with education and experience.
- Vacation and holiday pay.
- Other benefits, including retirement plan and employer-sponsored health insurance, will be dependent on employee eligibility.

#### LOCATION

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Apex is based in Albuquerque, NM. Currently this is a fully remote position. Onsite presence will eventually be expected, per state and local guidelines.

#### CONTACT US

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Email your résumé and a letter of interest to [careers@apexeval.org](mailto:careers@apexeval.org) by January 31 for best consideration.

Find us online at [apexeval.org](http://apexeval.org) and <https://www.facebook.com/apexevaluation>.