



Technical Program Manager

POSITION DESCRIPTION

The Technical Program Manager at Apex will manage the company's proprietary software, the Apex Data Hub, which brings together multiple technologies and data sources. This cross-platform application houses custom-built assessments including Apex's health screening tool, [Just Health](#), which works to improve communication between patients and healthcare providers. The Apex Data Hub is cloud-based, utilizing AWS and SFTP to collect primary and secondary data sources, link and aggregate data, and deliver reports.

The Technical Program Manager is responsible for the internal IT department, including direct oversight of the Apex technical team and contractors, large-scale project oversight, strategic planning, and quality assurance for all initiatives related to technology development and deployment. This involves technical consultation - including maintaining and evolving a blueprint for the Apex technology platform - in collaboration with Apex's systems architect.

This role will coordinate with Apex leadership and staff to ensure technology is (a) aligned to the Apex vision and mission, (b) is based on latest technology industry standards, including those related to privacy and security, and (c) is responsive to client needs and demonstrates implementation of use cases. The role will represent Apex and its interests in coordinating and monitoring the progress toward goals, budget expenditures, and accountability related to tech contractor and vendor relationships.

Apex is a highly collaborative environment. A team player who can work independently is best suited to succeed in this position. Apex's system is proprietary and we're seeking someone who can adapt and quickly learn our tools.

PRIMARY OBJECTIVES

This role functions within the technology team at Apex and reports directly to the Chief Operations Officer (COO). The Technical Program Manager will:

- Establish and promote Apex's technical vision and lead all aspects of technology development according to its strategic direction and growth objectives.
- Plan and implement large-scale changes to Apex technology, ensuring security and compliance of the system.

- Provide oversight and management to Apex technical staff; report to Apex leadership on priorities, progress, and challenges; and directly interface with external technical consultants toward timely and on-budget completion of deliverables and milestones.

MAJOR AREAS OF RESPONSIBILITY

- Create overall technology standards and practices and ensuring adherence
- Lead the strategy for technology platforms, partnerships, and external relationships
- Build and managing the technology team
- Oversee tech research and development as well as special projects
- Make recommendations to COO for consideration by senior leadership
- Manage data systems implementation and monitoring their effectiveness in meeting business goals
- Supervise software testing, and information systems security and maintenance
- Manage staff in functional areas such as LAN/WAN architecture, systems operations, and hardware and software support
- Anticipate and react to major technology changes
- Develop technology contingency plans to keep projects on track
- Supervise web application and software development

SPECIFIC RESPONSIBILITIES

Product Launch & Planning

- Determine system efficiency and functionality by liaising with internal departments and end-users
- Manage product life cycle including creation of launch and update schedule for products, exercising strategy to prioritize features for inclusion based on user feedback
- Oversee user analytics and reporting
- Document relevant specifications and perform analysis of Data Hub processes, propose process improvements, and oversee implementation

Organization & Leadership

- Administer Apex's IT system
- Manage Apex's technical staff

- Communicate and manage delivery of technical development tasks to external consultants
- Support leadership team with regular updates on progress of product development and project progress

System Maintenance & Security

- Manage development tasks, including making updates to the Apex Data Hub
- Maintain software including SFTP, Electronic Health Record (EHR) integration, enterprise analytic software, and cloud-based server
- Regularly review the security of the Apex Data App, implement security processes and coordinate with HIPAA Compliance Officer to meet client needs

Reporting

- Configure, train and build reports in the Data Hub
- Review and update audit reports

Business Analysis

- Support product scale and facilitate product entry to niche markets
- Collaborate with leadership team to assess and recommend technologies in support of company needs
- Engage in case study analysis to gain insights into real-world business challenges
- Apply solid business skills to run the IT department and guide the tech side of the firm
- Align information technology systems with business operations by analyzing and developing innovative integrated software solutions
- Assess organizational competencies and capabilities

EXPERIENCE, SKILLS, & COMPETENCIES

- A bachelor's degree in computer science or information technology, and an accredited qualification in management consultancy, or similar.
- Extensive experience in technical business analysis in a related industry preferred.
- Experience with product development and launch.
- Knowledge of system integration solutions.
- Ability to facilitate internal and end-user proficiency.

- Ability to maintain efficient customer portal support and feedback channels.
- Advanced knowledge of data security and encryption.
- Exceptional communication skills toward facilitating the use of new software systems.
- Knowledge of relevant licensing and industry compliance regulations.
- Ability to supervise and train assigned staff and/or lead cross-functional teams.

CORE VALUES

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 prerequisite for hire, and employees will receive ongoing training in this method of problem solving.

COMPENSATION & BENEFITS

- This 40-hour per week position pays \$72,800 annually.
- Vacation and holiday PTO included.
- Other benefits, including retirement plan and employer-sponsored health insurance, will be dependent on employee eligibility.

LOCATION

Apex Evaluation is based in Albuquerque, NM. Apex offers remote and hybrid work models.

CONTACT US

Email your résumé and a letter of interest to careers@apexeval.org for best consideration.

Find us online at apexeval.org and <https://www.facebook.com/apexevaluation>.