

TECHNICAL SUPPORT SPECIALIST

POSITION DESCRIPTION

This position requires someone with a friendly, outgoing personality who represents Apex well and develops lasting relationships with our product users. The Tech Support Specialist helps deploy various data systems to our partners, including a proprietary cross-platform application, the Apex Data Hub. This role demonstrates self-motivation, personal accountability, and effective task management.

PRIMARY OBJECTIVES

This position is an externally-facing member of the Technology and Operations team and reports to the Technical Support Coordinator.

- Provide friendly and efficient information technology (IT) services – including education, demonstration, and direct support for software and hardware – to help users and support staff overcome technology-related barriers.
- Approach the accessibility of technology from different perspectives to ensure Apex evaluation technology is effective and reliable for accurate data reporting.

MAJOR AREAS OF RESPONSIBILITY & SPECIFIC RESPONSIBILITIES

1. User Support
 - a. Monitor and respond to support email and phone requests
 - b. Create, archive and update user accounts for Apex Data App
 - c. Perform quality assurance tests on applications, investigate bugs and communicate technical specifications to Tech team members and vendors
2. User Training and Education
 - a. Deliver and participate in user training and partner demonstrations
 - b. Maintain user training record logs
 - c. Transmit feedback from user training sessions
 - d. Contribute to online Apex Resource Library, including video and written user guides, FAQs, and other educational material

3. Technical Support

- a. In collaboration with Tech Team, support Apex staff/evaluators with tech and IT issues
- b. Support troubleshooting of hardware, mobile devices and other tools for staff and partners

EDUCATION

- Associate's degree or IT certification required
- Bachelor's degree preferred

SKILLS & COMPETENCIES

- Strong customer service skills
- Written and verbal communication skills
- Experience creating training documents and video tutorials
- Able to perform quality assurance on technology tools
- Experience writing technical notes for user support tickets to communicate issues to tech development team
- Effective skills in teaching others how to use technical tools
- Proficiency with various web-based and mobile technologies
- Ability to communicate effectively and provide technical support for staff in person, on the phone, via webinar, and by email
- High attention to detail
- Data monitoring and entry
- Strong desire to learn and adapt
- Ability to work independently and as part of a team

Software

- Proficient in Microsoft Excel and Word
- Familiar with Windows and Mac operating systems, iOS and Android tablet operating systems, and cloud-based software
- Experience with Google Suite (Calendar, Gmail, Docs)
- Experience with Zoom
- Experience with Asana project management preferred

CORE VALUES

Our core values shape our approach to our colleagues and partners. These values are learning, collaboration, excellence, equity, innovation, and leadership. 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 (DSRP). 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 full-time position pays \$20 per hour.
- Vacation and holiday paid time off (PTO) are 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 by November 15, 2021 for best consideration.

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