



# CUSTOMER SUPPORT SPECIALIST

## POSITION DESCRIPTION

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This position requires someone with a friendly, outgoing personality who represents Apex well and develops lasting relationships with our product users. The Customer Support Specialist helps support various data systems for 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

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This position is an external-facing member of the Technology and Operations team and reports to the Technical Program Manager.

- Provide friendly and efficient customer support including education, content demonstration, and support for related software and hardware.
- Help communicate technology related barriers by working directly with partners to diagnose, and facilitate resolution.
- 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

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1. User Support: Responsible to provide user support for internal Apex staff and our partners.
  - a. Monitor and respond to support communications including email, phone, Asana, and Slack.
    - Support and configure user accounts for managed Apex resources.
    - Responsible for addressing low tier support requests.
    - Generate tickets for any escalated support requests when necessary.
    - Communicate with users about their request and its progress, providing updates when necessary.
    - Transmit feedback from user support sessions to designated stakeholders when appropriate.
    - Assist with administrative upkeep of our proprietary system.
2. User Training and Education: Meet directly with existing and potential partners to educate them on our proprietary system.
  - a. Coordinate and deliver user training with partners.
  - b. Assist in the onboarding and maintenance of partner training.

- c. Present demonstrations of our system with fellow Apex staff.
  - d. Maintain tracking logs for different project deliverables.
3. Technical Support: Internal for Apex staff; external requests will be escalated after review.
- a. Assist with administrative upkeep of our proprietary system.
  - b. Support Apex staff with tech and customer support issues.
  - c. Support troubleshooting of remote hardware, software, and in-office equipment.
  - d. Assist with configuring and maintaining equipment for Apex, including devices on loan to partners.
  - e. Diagnose and troubleshoot technical issues our partners experience while using our product.

## SKILLS & COMPETENCIES

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### Required Skills

- A strong desire to learn and adapt new skills
- Strong customer service skills
- Written and verbal communication skills
- Strong ability to follow and maintain established procedures
- Experience writing technical notes for user support tickets to communicate issues
- Effective skills in teaching others
- High attention to detail
- Ability to work independently and as part of a team
- Proficiency in Microsoft Excel and Word
- Ability to learn and utilize new technologies

### Remote Work Requirements

- Secure and stable internet access, wired access is preferred.

## CORE VALUES

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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

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- This position pays \$41,600 per year.
- Apex practices a four-day, 32 hour work week as full-time status.
- 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

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

## CONTACT US

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Email your résumé and a letter of interest to [careers@apexeval.org](mailto:careers@apexeval.org) or apply via the job posting on LinkedIn.

Candidates should prepare to participate in two rounds of interviews. Interviews will include the role's immediate supervisor as well as additional Apex staff. After initial application, most candidates can expect a decision within a month on whether Apex will advance their candidacy to an interview. This time frame could be longer for senior positions or rolling positions. Decision time frames will be discussed in further detail during a candidate's first interview.

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