

**Salient Corporation  
POSITION DESCRIPTION**

<b>Position:</b> Outcome Support Specialist II	
<b>Department:</b> Health and Human Services	<b>Reports to:</b> Director of Outcome Support
<b>Job Classification:</b> Exempt	

**PURPOSE:** Support the Salient Health and Human Services Outcome Support Team in their mission of fostering technical capability and relevant knowledge that will ultimately create successful outcomes for Health and Human Service clients.

**DUTIES & RESPONSIBILITIES:**

**Training & User Support**

- Record, triage, and track user support requests
- Assist with the development comprehensive training materials for clients based on service areas and data sets
- Support delivery of onsite and online product training for clients
- Assist team in creating online training and published user resources for post training supportProvide individualized user assistance as needed
- Provide administrative support and coordination for all Health and Human Services activities

**Skill Development and Maintenance**

- Develop/Maintain proficiency with the Salient product suite and Health and Human Services data sets
- Understand client requirements as related to analysis goals and implementations
- Develop/Maintain a high level of proficiency in the following software products for material development:
  - Microsoft Office Suite
  - Others as needed
- Able to target communications appropriately to the audience
- Strictly adhere to Salient and client security policies and practices.
- Carry out other duties as necessary to perform function and as assigned

<b>Complexity of Work &amp; Decision-Making:</b> Medium
<b>Measures of Performance:</b> Overall System utilization and adoption, client and user support satisfaction, proficiency with Salient client solutions and data sets.

**QUALIFICATIONS:** To perform this position successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

<b>Education:</b> BS or related experience
<b>Experience:</b> 3-5 years professional work experience
<b>Required Skills or Knowledge:</b> Strong interpersonal, professional communication skills; ability to clearly identify, describe and resolve issues; and strong scientific/mathematical analyses skills. Experience delivering formal presentations preferred.
<b>Functional/Technical Competencies:</b> Must be credible and authoritative with well developed consultative approach. Possess a questioning, inquisitive approach to work with the ability to learn. Experience working with large, complex databases preferred. Experience working with desktop publication and web development software preferred.
<b>Language Skills:</b> Ability to read and write routine correspondence; ability to communicate effectively with staff and clients; ability to convey technical concepts clearly and concisely to a non-technical audience.
<b>Mathematical Skills:</b> Must understand basic mathematical and statistical concepts. Ability to understand and communicate abstract mathematical concepts.
<b>Reasoning Ability:</b> Ability to define problems, follow directions, collect data, establish facts and draw valid conclusions. Able to translate client challenges into communication and problem resolution.
<b>Physical Demands:</b> Travel <15% depending on assignments; Instructor-led training may require prolonged periods of standing.