

Outcome Support Specialist II

Recognized for more than 25 years of growth in visual data mining technologies, Salient delivers a lightning-speed solution that empowers people and impacts business at all levels. As an industry leader, we attribute our success to our cutting-edge technology and to the contributions of our dedicated, forward thinking employees.

We offer a fast-paced work environment focused on the professional development of all employees. As part of our generous compensation package, Salient offers paid time off between Christmas and New Years. We foster open communication and are committed to a team oriented environment.

We are seeking an Outcome Support Specialist to 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. This is a full-time, exempt position that will be located in Albany, NY.

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the minimum knowledge, skills and/or abilities required.

Education/Experience

- B.S/B.A. preferred, or related experience
- 3 to 6 years of professional work experience

Primary Duties & Responsibilities:

- Assist with the development of comprehensive training materials for clients based on service areas and data sets
- Support delivery of onsite and online product training for clients
- Understand client requirements as related to analysis goals and implementations
- Target communications appropriately to the audience
- Assist team in creating online training and published user resources for post training support
- Provide individualized user assistance as needed
- Provide administrative support and coordination for all Health and Human Services activities
- Develop and maintain proficiency with the Salient product suite and Health and Human Services data sets
- Develop and maintain proficiency in Microsoft Office Suite
- Learn and adhere to Salient and client security policies and practices
- Carry out other duties as necessary to perform function and as assigned

Preferred Skills or Knowledge

- Credible and authoritative with well developed consultative approach
- Possess a questioning, inquisitive approach to work with the ability to learn
- Ability to read and write routine correspondence
- Excellent communication skills
- Able to convey technical concepts clearly and concisely to a non-technical audience
- Skilled with basic mathematics: add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals
- Can understand and communicate abstract mathematical concepts
- Capacity to define problems, follow directions, collect data, establish facts and draw valid conclusions
- Able to translate client challenges into meaningful training modules

Technical Skills

- Adobe Captivate
- Camtasia Studio
- Microsoft Office Suite

Measures of Performance

Quality and timeliness of assigned work, quality of input of training materials, client and user support satisfaction, and proficiency with Salient client solutions and data. The employee must perform all of the duties and responsibilities listed at an acceptable level.

Salient Corporation is proud to be an Equal Opportunity Employer.

All qualified applicants will receive consideration for employment without regard to race, color, religion, creed, sex, sexual orientation, marital status, military status, veteran status, age, national origin, citizenship, ancestry, disability, predisposing genetic characteristics, domestic violence victim status, or any other status protected by law.

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire.