

## Senior User Support Specialist

Recognized for more than 30 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 a Senior User 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.

### Primary Duties & Responsibilities:

- Perform work independently with minimal or no supervision
- Provide mentoring and support to department colleagues
- Retain proficiency and understanding of software tools and datasets used by HHS staff and clients
- Work with training team to develop resources for new SIM & SDM releases.
- Begin to participate in business requirements process for new implementation in order to help create user support strategies
- Build use case scenarios in SIM to help develop other staff members.
- Develop and execute activity reports
- Preserve and grow your knowledge of help desk procedures, products and services
- Maintain proficiency user account administration and architecture by monitoring and removing agency and/or user access to the application as soon as identified.
- Depth of knowledge for the implementation of the access control model.
- Gathering requirements from ACG & DAS for building access controls (User Groups and Password Collections) Advanced knowledge to develop databases and reports to be used by yourself and others.
- Understand basic networking concepts and diagrams.
- Develop client lists and maintain client information databases
- Develop outgoing user communications Learn and adhere to Salient and client security policies and practices.
- Carry out other duties as necessary to perform function and as assigned

### Education/Experience

- B.S/B.A. preferred, or related experience
- 4+ years of professional work experience

### Required 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.
- Can communicate effectively with staff and clients.
- 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.

### Technical Skills

- Microsoft Office Suite

### Measures of Performance

Proficiency with tools selected for materials development, Quality and timeliness of assignments. 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.