

Technical 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 Technical Support Specialist with strong problem solving and technical skills to ensure proper computer operations to end users. This is a full-time position that will be located in Horseheads, 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

- Associates or B.S. degree in information systems or computer programming and 1-3 years of prior experience.

Primary Duties & Responsibilities:

- Open, update and close client technical support issues
- Test solution to client technical support issues for validity
- Verify any Salient Software product issue or requested enhancement and elevate to the assigned manager
- Support internal Salient client base as well as external client base
- Track time required to complete assigned tasks
- Escalate problematic technical support issues to the Senior Technical Support Specialist and the Technical Support Manager
- Communicate potential sales or consulting opportunities to the Technical Support Manager and Account Executive
- Participate in shared after hours client support cell phone coverage (including holiday coverage)

Preferred Skills or Knowledge

- Strong problem solving ability
- Excellent communication skills
- Ability to work in a team setting
- Positive attitude and a strong work ethic

Technical Skills

- Microsoft Office Suite
- Business Intelligence (BI)
- VPN, Remote Desktop, Citrix
- Exchange/Outlook

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.