

## 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 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:

- Provide first level contact and convey resolutions to user issues.
- Record, triage, and track user support requests.
- Escalate unresolved issues to the next level of support.
- Maintain awareness and communicate status of ongoing support issues.
- Monitor and remove agency and/or user access to the application.
- Maintain records documenting user access actions and approvals.
- Perform periodic assessments to validate appropriateness of agency and user access privileges.
- Control and monitor user licenses across HHS customers.
- Maintain client lists and information databases.
- Draft outgoing user communications based upon requests.
- Understand basic networking concepts and diagrams.
- Carry out other duties as necessary to perform function and as assigned

### Education/Experience

- B.S/B.A. preferred, or related experience
- 2+ 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

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.