

User Support Specialist

Recognized for more than 30 years of growth in visual data mining technologies, Salient Management Company delivers a granular management accounting 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 and focus 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.

Salient is seeking a User Support Specialist to manage support tickets for the Salient Healthcare solution and conduct independent analysis to resolve user support issues.

The requirements listed below represent the minimum knowledge, skills and abilities desired for this position.

Education/Experience:

- B.S. degree preferred
- 2-5 years previous experience
- Medical claims data experience desired

Primary Duties & Responsibilities:

- Provide second level contact and convey resolutions to user issues.
- Provide follow up, feedback, and resolutions to users.
- Document and follow process and procedures.
- Assist in building access controls (user groups and password collections).
- Develop client lists and maintain client information databases.
- Develop outgoing user communications.
- Collaborate with DAS analysts on advanced requests and publication reviews.
- Collaborate with DAS analysts and consultants to understand data concepts and user cases.
- Mentor others on specific projects as assigned.
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Required Skills or Knowledge:

- Microsoft Office (Word, Access, Excel).
- Proficient use of Outlook and web meeting software.
- Excellent communication and organizational skills.

Salient Management Company 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.