

**Support Specialist II**  
**\*Remote Work Opportunity**

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.

Salient Management Company, developer of world leading data mining and visualization software, is seeking a motivated person with strong problem-solving skills and the ability to learn Salient's proprietary software, ETL, and database concepts to work closely with senior team members to support state-of-the-art performance management systems to a variety of industries.

Technical Support services are provided 24/7 for select clients, inclusive of holidays, nights and weekends. Technical Support technicians will receive on the job training and access to pre-existing documentation to assist in processing and troubleshooting technical issues as they relate to Salient's clientele. If you're looking for an energetic work environment with opportunity to advance in one of the areas fastest growing companies, apply today.

**Education/Experience**

- Associates or B.S. degree in information systems or computer programming and 3-5 years of prior experience.

**Primary Duties & Responsibilities:**

- Ensure internal and external clients receive initial assistance for operational issues and inquiries.
- Serve as client's primary technical contact.
- Deliver friendly and prompt responses to incoming technical questions and requests requiring troubleshooting.
- Communicate to team members and clients in professional manner.
- Maintain Salient solutions.

**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**

- Databases
- SQL
- ETL
- Batch Processing
- IIS securing and troubleshooting
- General Windows Server
- General network- DNS, Firewall rules, GPO, VPN
- PowerShell / Python / Scripting
- AWS EC2
- Azure Active Directory
- SSO
- AV / Security

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.