

Analyst – Professional Services

Silverlink Communications, located in Burlington, MA, is looking for analysts/senior analysts to build communication programs in our proprietary software, perform data transformations, perform QA duties, collect client requirements, develop client relationships, develop and build reports, and complete other professional services duties. Silverlink Communications is a fast-growing provider of integrated communications solutions that significantly increase revenue, reduce costs, improve clinical outcomes and increase client/member satisfaction for healthcare enterprises. The company's unique technology and services enable clients to design, deploy and manage communications programs through different media to large populations. Silverlink's clients include nine out of ten of the largest health plans in the US, pharmacy benefit managers (PBMs), and other healthcare clients.

Job Responsibilities:

As key members of the Professional Services team, Analysts/Senior Analysts are responsible for implementing communication programs and for working directly with clients to specify communications programs. Analysts/Senior Analysts help ensure that client relationship and technical issues are addressed professionally, timely and effectively.

Communication Program Implementation

- Provide implementation services for clients.
- Become power users of Silverlink's software tools
- Create communication programs
- Transform client data
- Generate client reports

Client Interaction

- Provide project management services for clients.
- Work with team to service clients – in some cases owning customer relationships
- Design communications programs
- Analyze customer results and make recommendations on how to improve programs
- Manage customer data processes
- Support efforts to write copy for patients/members

Background/Skills/Experiences

- BA or BS in Business or Technical fields
- 1- 5 years work experience, preferably in a client service setting
- Comfort level with business systems or technology is a must (e.g. HTML programming, ERP, Database programming, etc.)
- Excel, Word and Powerpoint
- Detail oriented