Paradigm Software, L.L.C.
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**PARADIGMSOFTWARE**
*The Standard in Weighing Software*

**Job Title:**    Support and Services Specialist          **Location:**    Cockeysville, MD

## About the Position:

A technical position that supports our clients on the use and daily operation of our solution. The position will be responsible for the installation of our products on the client's hardware. Limited travel may be required with this position. The position requires working independently to solve support issues, working closely with management, other team members, and clients, to provide analysis skills supporting products developed and sold exclusively by Paradigm Software, LLC.

## Responsibilities:

Demonstrated ability to perform technical support, problem diagnosis and resolution, training, and other support task for the solution at a very high degree of accuracy and speed.

Work with other team members to improve, streamline, and enhance support procedures and to provide additional support methods to clients and end-users.

Test, verify, and perform verification procedures on the software.

Create specifications for program modifications, enhancements, and fixes for the software.

Perform, assist with, and contribute to project management of internal and external projects.

Perform any other duties as specified by management.

Perform advanced technical, research and analysis skills and ability to build effective alliances. Demonstrate a personal commitment to the utilization of technology to achieve business value.

## Key Qualifications:

Customer Service
Microsoft Office Suite
Written/Oral Communication Skills
PC Hardware Knowledge
Relational Database Management

## Desired Qualifications:

Microsoft SQL Server
Accounting Skills
Serial/RS-232 Communication
Crystal Reports

## Other Skills:

Strong commitment to high quality work and timely deliverables
Strong technical, analysis, debugging and problem resolution skills
Ability to independently keep abreast and learn new technology
Excellent communication skills and client-oriented focus
Ability to handle multiple priorities at same time
Ability to work under pressure and work in very close proximity with other highly talented Specialists

## About us:

For over 30 years, Paradigm Software, L.L.C. has remained at the forefront of the weighing industry, delivering cutting-edge software solutions.  By joining our team, you'll become part of a company that prioritizes leveraging the most advanced technologies available, supported by a team of highly skilled industry experts.  At Paradigm Software, LLC, we're committed to promoting equal opportunities in the workplace, and we welcome candidates from diverse backgrounds.