

Job Title: Implementation Specialist

Location: Cockeysville, MD (remote)

ABOUT THE POSITION:

We are seeking a self-driven individual who is responsible for the implementation and training of our software and applicable hardware throughout the weighing industry. The position entails providing top-notch implementation and technical support for our clients on the use and daily operation of our software. Travel (approximately 20 to 50 days per year) is required with this position. The position requires solid project management, organization, and communication skills, the ability to work independently to solve support issues, and a teamwork mentality to work closely with management, other implementation/support/business development specialists, developers, and clients to provide analysis skills supporting products developed and sold exclusively by *Paradigm Software, L.L.C.®*.

KEY RESPONSIBILITIES:

- Perform challenging software installations.
- Manage projects from start to finish.
- Multi-task on multiple installations/projects concurrently.
- Diagnose, troubleshoot, resolve problems and other tasks at a very high degree of accuracy and speed.
- Perform technical training for small groups of people (1-20).
- Work with other staff members to improve, streamline, and enhance installation procedures.
- Test, verify, and perform verification procedures on the software.
- Create specifications for program modifications, enhancements, and fixes for the software.
- Perform any other duties as needed as specified by management.
- Perform advanced technical, research and analysis skills and ability to build effective alliances with stakeholders.

KEY QUALIFICATIONS:

- **Customer Service:** Proven background in providing customer service to external or internal customers with a strong commitment to high quality work and timely deliverables.
- **Microsoft Office:** Experience in the use and operation of the Microsoft Office Suite of products.
- **Communication:** Demonstrated ability to communicate professionally and effectively.
- **Microsoft SQL Server:** Experience with creating queries and use of relational database management.
- **Accounting:** Understanding of accounting principles is a plus.
- **Serial/RS-232/RJ45 Communication:** Experience and understanding in the use of hardware components using various integrations.
- **Crystal Reports:** Experience with the use and creation of Crystal Reports is a plus.
- **Educational Background:** Bachelor's degree or equivalent professional experience.
- **Certifications:** Relevant certifications

ABOUT US:

Paradigm Software L.L.C.®, the leader in the weighing industry, providing state of the art software solutions for over 30 years. You will be joining a company focused on providing solutions that utilize the latest available technologies, which are supported by a team of well-qualified industry professionals.

Paradigm Software L.L.C.® is an equal opportunity employer. We actively promote a drug and alcohol-free workplace.