

Job Title: Implementation Technician – Entry Level

Location: Cockeysville, MD

About the Position:

An entry-level technical position responsible for the implementation and training of our software and applicable hardware throughout the weighing and routing industry. The position entails providing technical support for our customers on the use and daily operation of our software. Travel (approximately 20 to 50 days per year) is required with this position. Implementation Technicians work within one of our Implementation teams where they will train to become an Implementation Specialist.

About Us:

Paradigm Software, L.L.C. continues to be the leader in the weighing and routing industry, providing state of the art software solutions for over 25 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.

Responsibilities:

- Perform challenging software installations.
- Assist with managing projects from start to finish.
- Multi-task on multiple installations/projects concurrently.
- Diagnose, troubleshoot, and resolve problems and other installation/support tasks for the software and associated programs.
- 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.
- Assist with creating specifications for program modifications, enhancements, and fixes for the software.
- Perform general office duties including but not limited to producing sales lead correspondence, memos, customer correspondence, and other materials.
- Perform any other duties as needed as specified by management.

Preferred Qualifications:

- Excellent written/oral communication skills
- PC hardware knowledge
- SQL, Crystal Reports, Visio, MS Office Suite, and Data Networks
- Strong commitment to high quality work and timely deliverables
- Aptitude for technical analysis, debugging and problem resolution skills
- Desire to independently keep abreast and learn new technology
- Aptitude to handle multiple priorities at same time
- Desire to work in very close proximity with other highly talented technicians

Paradigm Software, LLC is an equal opportunity employer. We actively promote a drug-free workplace.