

**Job Title:** Support and Services Specialist

**Location:** Cockeysville, MD

**About the Position:**

A technical position working to support our customers on the use and daily operation of our software. The position also will be responsible for the installation of our products on the customer's hardware at their location. Limited travel may be required with this position. The position requires working independently to solve support issues, working closely with management, other support/installation Specialists, customers and developers to provide analysis skills supporting CompuWeigh and other modules developed and sold exclusively by Paradigm Software, LLC.

**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:**

A demonstrated ability and desire to perform technical support, problem diagnosis and resolution, training, and other support task for the software and associated programs at a very high degree of accuracy and speed. Work with other staff members to improve, streamline, and enhance support procedures and to provide additional support methods to customers and end-users.

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

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

Perform any other duties as needed as specified by management.

Advanced technical, research and analysis skills and ability to build effective alliances.

A demonstrated, personal commitment to the utilization of technology to achieve business value.

Ability to express technical solutions in the terms of business.

**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 customer-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

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