



Job Title: Support and Services Specialist

Location: Cockeysville, MD

About the Position:

A technical position working to support our clients on the use and daily operation of our software. The position also will be responsible for the installation of our products on the client'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/business development specialists, clients, and developers to provide analysis skills supporting products developed and sold exclusively by Paradigm Software, LLC.

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 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 general office duties including but not limited to producing sales lead correspondence, memos, client 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 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:

Paradigm Software, L.L.C. continues to be 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, LLC is an equal opportunity employer. We actively promote a drug and alcohol-free workplace.