

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.
Please email your resume and the attached application to careers@paradigmsoftware.com.

Employment Application

An equal opportunity and affirmative action employer

113 Old Padonia Road, Suite 200
Cockeysville, Maryland 21030
Phone 410-329-1300
Fax 443-275-2509



PARADIGMSOFTWARE
The Standard in Weighing and Routing Software

Software for the Weighing and Routing Industries

Personal Information

Last Name First Name Middle Initial Date

Other names by which you have been known (for date verification and reference checking purposes)

Home Phone Business Phone Email Address

Permanent Address City State Zip Code

Previous Address (If at current address less than 5 years) Driver's License Number/State

Are you legally authorized to work in the United States? Yes No

If you are hired by Paradigm Software, L.L.C., will you be able to provide (without visa sponsorship or other action by Paradigm Software, L.L.C.) documents establishing your legal right to work for Paradigm Software, L.L.C. in the United States? Yes No

Are you under 18? Yes No If you are under 18 and still in high school, you may be required to provide a work permit upon hire.

How were you referred to Paradigm Software, L.L.C.? Paradigm Website Other website (specify below) Advertisement (specify below) Self
 Employee Referral (specify below) Agency (specify below) Other (specify below)

Name of Referral Service

Have you ever been employed by or contracted with Paradigm Software, L.L.C.? Yes No Full-Time Contractor through
If so, when?

What position did you hold? Manager

Employment Interest

Position Desired Salary Desired Date Available

Have you interviewed for another position at Paradigm Software, L.L.C.? Yes No
If so, when?

Education and Training

Indicate last level completed: High School College or University Graduate School

Name of High School, Technical School and College	City, State	Major	Degree

Additional education, vocational, professional, military, or other information you feel may be helpful to us in considering your application:

(Over)

Work History

Please list most recent employer first.

Company Name		Street Address		
City	State	Zip Code	May we contact employer? <input type="radio"/> Yes <input type="radio"/> No	
Starting Job Title		Final Job Title		
Supervisor's Name and Title			Phone	
Reason for Leaving				
Job Duties		Dates of Employment		
		From (mo/yr)	To (mo/yr)	
		Starting Rate of Pay (\$)	Ending Rate of Pay (\$)	

Company Name		Street Address		
City	State	Zip Code	May we contact employer? <input type="radio"/> Yes <input type="radio"/> No	
Starting Job Title		Final Job Title		
Supervisor's Name and Title			Phone	
Reason for Leaving				
Job Duties		Dates of Employment		
		From (mo/yr)	To (mo/yr)	
		Starting Rate of Pay (\$)	Ending Rate of Pay (\$)	

Company Name		Street Address		
City	State	Zip Code	May we contact employer? <input type="radio"/> Yes <input type="radio"/> No	
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Supervisor's Name and Title			Phone	
Reason for Leaving				
Job Duties		Dates of Employment		
		From (mo/yr)	To (mo/yr)	
		Starting Rate of Pay (\$)	Ending Rate of Pay (\$)	

Business Reference Data

Please list at least one present or former manager.

Name	Email Address	Phone	Business Relationship
1			
2			
3			

Read Carefully and Sign

I certify that the information contained in this application is correct to the best of my knowledge, and I understand that any misstatement or omission is grounds for ending the hiring process or dismissal. I authorize verification of information provided on this application; and authorize the references listed above to give you all pertinent information concerning my previous employment; and release all parties from all liability for any damage that may result from furnishing same to Paradigm Software, L.L.C. In consideration of my employment, I agree to conform to the rules and regulations of Paradigm Software, L.L.C. I further agree that either I or the Company may terminate my employment with our without cause and with or without prior notice, at any time. Finally, I understand that no representative of the Company other than an Executive Officer has the authority to enter into any agreement for employment for any specified period or time, or to otherwise alter the foregoing.

Signature	Date
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