

**JOB TITLE:** Support Specialist

**LOCATION:** Cockeysville, MD

**JOB DESCRIPTION:**

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.

**COMPANY DESCRIPTION:**

At Paradigm Software, LLC we strive to be the standard in weighing and routing software. Our superior software and support make us second to none. Our consistent positive record of customer support means security for our customers and opportunities for our employees. You will find Paradigm Software, LLC to be a workplace which your involvement leads to the success of the company and its employees.

**Applicant should have:**

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 installations and 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.

**Required Technical Experience:**

Customer Service  
Microsoft Office Suite  
Written/Oral Communication Skills  
PC Hardware Knowledge  
Relational Database Management

**Desired Technical Experience:**

ASP/.NET  
VB6/.NET  
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.

*Please email your resume and the attached application to [jackie.barlow@paradigmsoftware.com](mailto:jackie.barlow@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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