

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.
Please email your resume and the attached application to jackie.barlow@paradigmssoftware.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



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) |
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| | | | |
|-----------------------------|-------|---------------------------|---|
| 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.

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| Signature | Date |
|-----------|------|