

Job Title: Support and Services Specialist

Location: Cockeysville, MD (Remote)

## ABOUT THE POSITION:

We are seeking a self-driven individual who is client focused and has the required technical skills to support our clients and staff counterparts in the use and daily operation of our solution. The ideal candidate will be responsible for the support of our products on the client's hardware. Limited travel may be required with this position. The position requires working independently to solve support issues, working closely with management, other team members and departments, and clients, to provide analysis skills supporting products developed and sold exclusively by *Paradigm Software L.L.C.* <sup>®</sup>.

## KEY RESPONSIBILITIES:

- Demonstrated ability to perform technical support, problem diagnosis and resolution, training, and other support tasks for the solution at a very high degree of accuracy and speed.
- Work independently and with other team 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, assist with, and contribute to project management of internal and external projects.
- Perform any other duties as specified by management.
- Perform advanced technical, research and analysis skills and ability to build effective alliances.
- Demonstrate a personal commitment to the utilization of technology to achieve business value.

## KEY QUALIFICATIONS:

- **Customer Service:** Proven background in providing customer service to external or internal customers with a strong commitment to high quality work and timely deliverables.
- **Microsoft Office:** Experience in the use and operation of the Microsoft Office Suite of products.
- **Communication:** Demonstrated ability to communicate professionally and effectively.
- **Hardware:** Experience with computer hardware configurations and willingness to work hands on, to build point of sale kiosks.
- **Microsoft SQL Server:** Experience with creating queries and use of relational database management.
- **Accounting:** Understanding of accounting principles is a plus.
- **Serial/RS-232/RJ45 Communication:** Experience and understanding in the use of hardware components using various integrations.
- **Crystal Reports:** Experience with the use and creation of Crystal Reports is a plus.
- **Educational Background:** Bachelor's degree or equivalent professional experience.
- **Certifications:** Relevant certifications

## ABOUT US:

*Paradigm Software L.L.C.* <sup>®</sup>, 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 L.L.C.* <sup>®</sup> is an equal opportunity employer. We actively promote a drug and alcohol-free workplace.