

Technical Support Position

Available Immediately

Parallax, Inc. is a small (40 employees) privately held company located in Rocklin, California. Parallax designs and manufactures microcontroller development tools and small single-board computers that are used by electronic engineers, educational institutions, and hobbyists. The company's abilities include manufacturing, marketing, sales, technical support, and assembly, both domestically and abroad. Examples of how Parallax customers use our products are shown at http://www.parallax.com/html_pages/resources/custapps/main.asp.

Parallax has a need for an enthusiastic, self-motivated and knowledgeable, full-time person to join our Technical Support Staff.

Job Description: The Parallax, Inc. Technical Support staff is responsible for supporting all users (customers and staff) of current and future products. Growth in knowledge and creative abilities is encouraged through initial training, self-immersion in Parallax, Inc. products as well as acquired through answering customer inquiries. Team cooperation is important and expected. This is an exempt level position at Parallax, Inc.

Requirements needed for this position include:

- **Experience.** Successful candidates must have experience using Parallax products and related programming languages (PBASIC, C, and Assembly). Comprehensive knowledge of digital and analog circuits; theory and hands-on.
- **Job Skills.** Must be able to communicate clearly with customers by telephone, email, fax, and in person. Strong English speaking and writing skills are required.
- **Complete basic entry level test.** This test will be given during the second interview to evaluate English speaking and writing skills, and technical skill level.
- **Computer knowledge.** Excellent working knowledge of Microsoft Windows 95/98/NT/2K/ME/XP and Microsoft Word and Excel. Basic Linux and Macintosh operation is preferred.
- **Location.** The Technical Support staff is required to work out of the Rocklin, CA. location; telecommuting is not available for this position.
- **Work ethic.** Successful Parallaxians are expected to operate with impeccable integrity. This means being proactive and accountable for one's responsibilities, being honest at all times, and being courteous to all.
- **Education.** Although a Bachelor's Degree is not required for this position, some higher education is preferred in the areas of electronics and programming.

Duties associated with position include:

- **Answering technical support telephone calls.** Answering both, basic technical questions (which may include Parallax product setup) and general sales questions. When needed, assist customers with product selection.
- **Answering faxes, e-mails and forums.** Knowledge and proficient skills in Internet usage and strong writing skills are required to resolve customer inquiries.
- **Track problem areas.** When answering technical questions in any format, a set of common questions or problems may become apparent. The Technical Support staff is responsible for identifying such trends and facilitate the process of posting the solutions in Parallax forums. In the case of finding any problems with a product, inform the respective product owner and help to find and apply a solution.
- **Learn new products.** New products are in development at Parallax, Inc. It will be necessary to learn the details of these products in order to answer questions from customers and staff.
- **Support the staff.** In the spirit of cooperation and teamwork, it will be necessary to assist non-technical staff with technical issues and internal training, and any other tasks requested by manager.
- **Quality Assurance.** Contribute to product quality improvement activities as requested by manager.
- **Events.** If requested, represent Parallax at trade shows, community events and customer trainings.

Duties (continued)

- **Follow directions.** Procedures and processes were designed for the benefit of Parallax customers. The successful candidate will understand the importance of following directions and demonstrate their ability to do so.

Other qualities of the successful candidate:

- Enthusiasm, positive attitude, working well with others and a friendly, polite telephone and e-mail demeanor.
- Willing and highly motivated to learn more about the above items as necessary.
- Able to contribute to cooperative meetings (offer ideas, help solve technical problems).
- Able to take on new tasks that arise from future needs in the department/company.
- Demonstrate reliable attendance and punctuality.

Salary determined on employment, commensurate with experience, qualifications and enthusiasm.

Applications: Forward cover letter and resume to:

Human Resources
Parallax, Inc.
599 Menlo Drive
Rocklin, CA 95765
(916) 624-8003 fax
hr@parallax.com

Check out our web site for more details about Parallax <http://www.parallax.com>