

## Technical Support

*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. Our current product line consists of BASIC Stamp® and Propeller™ microcontrollers and development software, SX chips and programmers/debuggers, project boards, sensors, educational tools, robotics kits and accessories. These products are sold to customers in education, commercial/industry and hobby sectors. Examples of how Parallax customers use our products are shown at [http://www.parallax.com/html\\_pages/resources/custapps/main.asp](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 position initially does not manage any staff, though Parallax may provide the opportunity for promotion to Technical Support Manager.

**Requirements** needed for this position include:

- **Education/Experience.** Bachelor's degree or equivalent experience. The individual must have knowledge of digital and analog circuits (both theory and hands-on). Successful candidates must have experience using Parallax products and related programming languages.
- **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.
- **Business Travel.** This position may require short trips including weekends.

**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 and completing the sales order.
- **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.

**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. A comprehensive benefits package is available to regular full-time employees; includes company paid health insurance for the employee plus opportunities to insure qualified dependents and participation in a 401(k) plan. Further details will be provided upon offer.

**Applications:** Forward resume and cover letter to:

Bonnie Teuton  
Human Resources Manager  
Parallax, Inc.  
599 Menlo Drive, Suite 100  
Rocklin, CA 95765  
(916) 624-8003 fax  
hr@parallax.com

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