

Education Associate

Open 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 electronics 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.

Parallax has a need for an enthusiastic, self-motivated, and knowledgeable full-time person to join our Education Department Staff. The Education Department designs, documents, and supports educational kits that utilize Parallax hardware to teach electronics and microcontroller programming at the middle school through university levels. Department members interact with the public via telephone, email, forums, company tours, and off-site trade shows and seminars. In addition, this department supports the generation and maintenance of public documentation for all of the company's products.

Job Description: This position is created to support the tasks performed by Parallax's Education Department. Growth in knowledge, creative, and technical abilities is encouraged through initial training and self-immersion in Parallax educational products as well as acquired through answering customer inquiries. Team cooperation is important and expected. This position is entry level, regular full-time and exempt status.

Requirements needed for this position include:

- **Education/Experience.** Bachelor's degree or associate's degree + equivalent experience strongly preferred. The individual must have knowledge of and demonstrate proficiency with digital and analog circuits. 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. The ability to eloquently communicate technical knowledge is preferred.
- **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 98/NT/2K/ME/XP/Vista and Microsoft Word and Excel. Successful candidate will be comfortable acquiring skills in other software applications. Basic Linux and Macintosh operation is preferred.
- **Location.** Rocklin, CA. Telecommuting is not available for this position.
- **Business Travel.** This position may require short trips for working at Parallax events including weekends.
- **Attention to Detail.** This position manages many details that affect the flow of information and materials. The successful candidate will have an innate ability to track a variety of details and solve problems on a regular and consistent basis.

Duties associated with position include:

- **Answering Education-related telephone calls.** Answering both basic technical questions (which may include Educational product setup and application) as well as general Educational sales questions. When needed, assist customers with product selection and support Sales staff to complete the sales order.
- **Answering Educational e-mails and forum questions.** Knowledge and proficient skills in Internet usage and strong writing skills are required to resolve customer inquiries.
- **Educational forums moderation:**
 - Screen and enroll teachers in the private Parallax Educator's forum.

- Monitor and answer questions on the Educational forums (Stamps in Class, Robotics, Educators)
- **Issue tracking:** When answering customer's questions in any format, a set of common questions or problems may become apparent. Parallax staff and this position in particular, are 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.** Represent Parallax at trade shows, community events and customer trainings. Assist in preparations for events including travel arrangements for staff, email correspondence with attendees, and acquisition and advance shipping of kits.

Other qualities of the successful candidate:

- Enthusiasm, positive attitude, working well with others and a friendly, polite telephone and e-mail demeanor.
- Organized and detail oriented, and able to follow through with tasks to completion independently.
- Willing and highly self-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
Rocklin, CA 95765
(916) 624-8003 fax
hr@parallax.com

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