



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, project boards, sensors, educational tools, robotics kits and accessories. These products are sold to customers in education, commercial/industry and DIY sectors. Examples of how Parallax customers use our products are shown at

<http://www.parallax.com/Resources/ApplicationsContests/tabid/271/Default.aspx>

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, web conferences and seminars. In addition, this department supports the generation and maintenance of public documentation for all of the company's products.

Job Description: Parallax's Education Associate serves as a technical liaison, project coordinator, and assumes a general support role to assist the department's Technical Editor, Engineer, and Manager. Growth in knowledge, creativity, 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 regular full-time and exempt status.

Requirements needed for this position include:

- **Education/Experience.** Bachelor's degree or associate's degree + equivalent experience required. Ideal candidate understands and has experience working in education; has an inherent desire to improve technology resources for teachers and students. Basic technical literacy is required; knowledge of digital and analog circuits or microcontroller programming very strongly preferred. Experience using Parallax products and related programming languages (PBASIC, Spin, C, Arduino) is a definite plus.
- **Job Skills.** Must be able to communicate clearly with customers by telephone, email, fax, web conference, and in person. Strong English speaking, proofreading, technical vocabulary and writing skills are required. The ability to eloquently communicate technical knowledge to different target audiences through a variety of media is required.
- **Computer knowledge.** Excellent working knowledge of Microsoft Windows XP/Vista/7, Microsoft Word and Excel, and basic HTML. Web development experience a plus. Successful candidate will be comfortable with quickly acquiring skills in a variety of software applications. Basic Linux and Apple OS 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.

Duties associated with position include:

- **Product Documentation:** Support the Technical Editor with the development and maintenance of multi-channel product documentation for internal and customer use. Tools currently used include MS Word, Adobe Acrobat, Corel, Madcap Flare, Snagit, and Drupal. Acquiring proficiency with these and other software packages for different types of media will be required.

- **Learn new products frequently.** New products are always in development at Parallax Inc. It will be necessary to learn the details of these products in order to assist with creating product documentation, write supporting example code, and to answer questions from customers and staff.
- **Customer service:** Resolve customer and non-technical staff inquiries which will include forums navigation, moderation and enrollment, answering basic technical questions, product setup, and assisting the Sales staff to complete sales orders.
- **Product samples and donations:** Handle correspondence, materials/shipping requests, donation tracking, and customer follow up for providing product samples to current and potential Education customers.
- **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:

- Comfortable in front of live audiences and cameras for web conferencing and recorded multimedia presentations.
- 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. Further details will be provided upon offer.

Applications: Forward resume and cover letter to:

Human Resources Manager
Parallax Inc.
599 Menlo Drive, Suite 100
Rocklin, CA 95765
hr@parallax.com

Check out our web sites for more details about Parallax:

<http://www.parallax.com>

<http://learn.parallax.com>