

**Position:** Technical Support Representative

**About Us:** REV Robotics is one of the fastest growing companies in educational robotics. Our people, and their passion for STEM education (FIRST Robotics, in particular) set us apart. We have a relaxed and friendly office located in Carrollton, TX, just outside of Dallas, and are always looking for people who are willing to stretch their abilities to make STEM education materials more accessible and impactful to everyone.

**Job Summary:** The responsibilities for this role include working with customers who need support with REV hardware by phone, email or any other communication means. Additionally help developing new resource guides and manuals for easier understanding for teachers and students everywhere.

**Primary Responsibilities:**

- Answer Phone calls and email technical support for REV products
- Create supporting documentation for existing and new products
- Give feedback to REV product engineers from customer feedback
- Participate in brainstorming sessions for new products
- Self-motivated work style with the ability to work on several smaller projects concurrently
- Acts with limited guidance to find solutions to various technical challenges
- Represents REV at FIRST and other off-season events
- Other responsibilities as needed to ensure that the goals of REV are met

**Requirements:**

- Experience on a FIRST robotics team as either a student or mentor
- Technically minded and interested in becoming an expert at all REV products
- Ability to diagnose and solve problems on the fly
- Ability to communicate effectively both orally and in writing with both technical and non-technical employees and customers
- Action oriented, self-motivated, good listener, adaptable to change
- Enjoy being part of a team, customer focused

**How to Apply**

- Please fill out the application at [www.revrobotics.com/careers-jobs/](http://www.revrobotics.com/careers-jobs/) by June 10th, 2018
  - You will have the opportunity to upload a Résumé/CV and links to relevant supporting materials (e.g portfolio, previous work, etc.)
  - Please be prepared to include start date availability and any salary requirements on the application.
    - REV provides compensation including health insurance, 401k and other benefits
  - Direct applicants only, no recruiters