



Wanted: BlackTrax Technical Analyst

About CAST

CAST Software has been changing its industry for over 24 years: today we deliver the innovative modelling, design and previsualization software tools of choice (**wysiwyg & Vivien**) for professionals in the entertainment lighting and events industries. **wysiwyg**, the first 3D lighting previsualization software ever developed, continues to be the leader in its market and is used around the world. **Vivien** also used around the world, our Event Planning software, offers planning and previsualization tools, customized directly for event planning professionals.

And: we also deliver the revolutionary real-time live 6DOF tracking system **BlackTrax** (with **wysiwyg onboard**) for the same industries above and many more, we are driven by passion, creativity, technology and love nothing more than to see the results of our products working on projects, in theatres, in concerts and on many other live entertainment productions, as well as TV and film.

If you agree to join us, you will be part of the team that provides technical, installation, support, and QA to our customers who use our award-winning **BlackTrax** systems, which tracks actors, objects, and props in order to communicate and direct robotic moving lights, media servers/projections, driving spatial audio, steering robotic cameras, plus plays very well with lasers, then complements delivering AR, VR, MR and also connects to the Unity and Unreal engines.

You may have seen some of the results of our products working in productions like, many Olympics Opening/Closing Ceremonies, many Super Bowl halftime shows, many Eurovision Song Contests, many Cirque du Soleil Shows, many Feld Entertainment Shows and many Disney shows, then in concerts such as U2, Muse, Goo Goo Dolls, Drake, Queen, Take That, The Chainsmokers etc. There are too many more to mention here, just google the products names to be amazed.

About this Position

As a **BlackTrax Technical Analyst (BTA)** based in Toronto, you will be trained to offer support to our customers, worldwide, using multiple channels of communications, from phone to social media, you will be one of many responsible for testing the hardware/software, reporting bugs, and maintaining and creating test cases.

This position would cover mutually agreed on times and days, as we work worldwide.

BT Technical Support can entail anything from offering a quick and/or known solution to a reported issue, to conducting a full investigation into a reported problem.

This position will begin as a Monday – Friday, 9am-6pm position (obviously allowing you time for lunch) but once you are fully trained and up to speed, this position's work times could cover various shifts including evening and night to help support a growing market worldwide. You will have: starting at CAST the entire Product Specialist team to help support you and an international BT dealer network, who also deliver local support in their countries,

you will be the first dedicated member of our new BT tech support and QA team, which means we want to work and listen to you, on how to make your position as efficient as possible and there will be opportunities to grow and move up within CAST.

You will be working directly under the BlackTrax Product Manager, and working alongside with Development, Documentation, WYSIWYG, and Field Tech (Product Specialist) teams.

From a day to day basis you will also interact with the BT sales team, to keep them up to date on the various support inquiries, relating to their customers, as well as with the inventory team in the case of any RMA (return to manufacturer authorisation requirements).

Qualification Requirements

- Experience working in a professional environment (like at CAST) and then for the entertainment/events industry, and/or for (software) technical support.
- Customer-facing experience, ideally in a customer service or technical support role. Bonus: experience with ticket-tracking procedures.
- Comfortable with providing technical support for software products over the phone, email and remote sessions.
- Well-versed in computer hardware components and Windows environments.
- Have a solid understanding of networking heavy applications and managed switch infrastructures.
- Comfortable with executing testing procedure/following test scripts.
- Proficient with Microsoft Office software (Outlook, Word, and Excel).

Soft Skills:

- Great communication skills, both oral and written.
- Outstanding interpersonal skills and able to socialize very well with people.
- Being comfortable with entertainment and event design lingo is an asset.
- Ability to manage your time effectively and prioritize tasks, in order to deliver support in a fast-paced, deadline-driven company.
- Creative, practical, investigative, problem solver, self-starter and driven.
- Ability to work independently and also within a dynamic team environment.

Bonus

- Experience with any or all of what BT connects to, named above.
- Familiar with wireless communication and/or RF communications.
- Understanding of cameras/lensing/optic-based tracking systems.

- Experience with CAD and 3D modelling tools such as AutoCAD, SketchUp, 3ds Max, etc.
- Knowledge of WYSIWYG and Vivien are an asset.
- Holding a valid driver's licence, yes you will need one.
- Holding a valid Passport, yes there will be some travelling involved.
- And very important: are you the type of person who wants to make a difference in the world, because we do and we already have?
- While not a huge requirement (depending on your work experience, familiarity with our industry, and/or knowledge of the technical support process) a college diploma or university degree in any related Technical Production or Event Design/Planning/Management programs would be an asset.

Location:

CAST is located at 35 Ripley Avenue, Suite 1 on the southwest side of Toronto, ON (tel: 416.597.2278). You can drive, or take TTC (Queen street car to South Kingsway and walk a block, or the subway to Runnymede and a short bus ride), or bike it in the summer.

There is parking available but on a first come first served basis.

Contact:

Please email, your chance to join letter and resume to HR@cast-soft.com. We will answer you.