



BlackTrax Product Specialist

About CAST

CAST Software has been in business for over 24 years, and today we deliver the modelling, design and previsualization software tools of choice to professionals in the lighting design and events & entertainment production industries. We are driven by passion, creativity and technology and we love nothing more than to see the results of projects created with our software in theatre, concerts and other live entertainment productions, as well as TV and film.

You will be part of the team which provides technical installation, support, and QA to the customers who use our award-winning products. *wysiwyg*, the first 3D lighting previsualization software ever developed, continues to be a leader in its market today and is used around the world. Vivien, our Event Planning software, offers planning and previsualization tools customized for event planning professionals. BlackTrax, a real-time 6D tracking system that tracks actors, objects, and props in order to control moving lights, media servers and projection, spatial audio, robotic cameras, and more. You may have seen the results of our software's contributions in productions like the Olympics Opening/Closing Ceremonies, the Super Bowl halftime shows, Eurovision Song Contests, Dancing with the Stars, various Cirque du Soleil and Disney shows, in concerts such as U2, Muse, Goo Goo Dolls, The Chainsmokers and Dimitri Vegas & Like Mike, or even for the architectural lighting of Buckingham Palace for the Queen's Diamond Jubilee in 2012 and in our own city for the Bloor Viaduct (for the Toronto 2015 PanAm games), just to name a few.

About the Position

You'll be part of a small team working on the deployment of our BlackTrax system. You will also work alongside our 3D lighting previsualization software, WYSIWYG. You'll report to the BlackTrax Product Manager, and work with Development, Documentation, WYSIWYG, and the Field Tech (Product Specialist) teams.

The BlackTrax Product Specialist has several areas of focus, including:

- Traveling technician
- BlackTrax trainer
- Software tester
- Technical support

This job will require travel, typically within North America but also to Europe and Asia and occasionally to the Middle East, Russia, Africa, South America, and Australia. You will be responsible for looking after the installation, system design, training, and ultimately the execution of the BlackTrax system on various projects. This isn't normally a position where you run the shows, rather where you train and inform a permanent or touring crew on how to operate, maintain, and install the system.

While in the office and not traveling, you will help with testing and verifying the software, finding and reporting bugs, prepping and spec'ing out new systems, and assisting in tech support for our existing installations. This includes being on a 24/7 tech support hotline that rings all BlackTrax Product Specialists, Product Engineers, and Product Management.

Requirements

- Minimum of 3 years of field experience installing, operating, or maintaining either touring productions or permanent installations
- Be able to travel primarily within North America, Europe, and Asia (you hold a valid passport)
 - Other locations may include the Middle East, Russia, Africa, South America, or Australia
- You will be able to work evenings and weekends
- Capable of performing technical support for our customers, often in fast paced environments, and can understand their issue and guide them through possible solutions
 - Working with a team that between everyone, someone is available 24/7 for technical support when not traveling
- You have a basic understanding of several different departments and how they work and more importantly how they interface together (lighting, audio, video, etc)
- Familiar with Lighting/audio consoles, media servers, WYSIWYG, AutoCAD, or Vectorworks experience
- Experience with moving lights and DMX nodes

Bonus

- You have a valid driver's license for rental cars while traveling
- You have a solid understanding of networking heavy applications and managed switch infrastructures
- Familiar with 2.4 GHz wireless communication and/or RF communication
- Understanding of cameras/lensing/optic-based systems
- Software development and QA testing experience

Soft skills

- Able to communicate clearly to the production team, as well as the technicians you will be working with
- You have good people skills and can teach and train other technicians on how to use the system
- Ability to work under stress and remain level headed in difficult situations

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.

Contact:

Please email questions and resume to HR@cast-soft.com. We will reply to you if you have been shortlisted.