

Training and Product Support Specialist

About CAST and the position

CAST Group have for 25 years delivered innovative modelling, design and previsualization software tools for professionals in the entertainment lighting and events industries.

wysiwyg, the first 3D lighting previsualization software ever developed, continues to be a 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. We also deliver the revolutionary real-time live 6DOF tracking system (BlackTrax, with *wysiwyg onboard*) for the same industries and 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 many other live entertainment productions, as well as TV and film.

About the Position:

We are looking for the next generation of trainers and advocates to expand our global education program. As a Training and Product Support Specialist based in Toronto, this role represents an exciting opportunity for a dynamic and confident person to be part of the team that provides creative, and technical support to customers who use our award-winning products.

As a Training and Product Support Specialist, you will be responsible for delivering hands-on training courses both online and in person. In addition, you will offer product support to our customers, and participate in presales demonstrations and other events as required.

You should have strong presentation skills, be proactive, self-motivated, flexible and an energetic team player who is able to work under pressure on their own initiative to achieve results. An understanding of the principles for learning and instructional design would be advantageous.

Reporting to the Director of Training and Education, the Training and Product Support Specialist will assist in developing and producing material to support the CAST education program and outreach activities along with identifying new ways to increase awareness of our range of products. The post holder will ideally have some experience of training along with proven experience of working with lighting consoles and networking.

Office hours are typically Monday – Friday, 9am-6pm EST (with a 1-hour lunch), however, we fully expect the post holder to be flexible due to business needs with weekend, unsociable hours and international travel to be expected.

You will be responsible for:

- Day to day running of the CAST education and training program
- Maintaining and servicing of CAST's demo and training rooms
- Working with sales and field teams to book resources required to host or deliver training
- Monitoring and administering the global online system for booking of training courses
- Administration the educational portal and approving of license requests
- Delivering quality training and presentations (domestic, international and online) with skill and confidence
- Providing support for training initiatives. This includes but is not limited to eLearning, technical writing, video
- tutorials, webinars and supporting documentation
- Assist in the creation of content such as tutorials and "how to" videos
- Assist with tradeshow planning and preparation
- Building relationships to increase awareness of the CAST product range
- Provide timely support to customers via telephone calls, e-mail, and online chat
- Interfacing with support and product management teams to provide feedback, feature and library requests
- Delivering a high level of customer service to customers at all times.
- Maintain subject matter expertise for all business areas, including keeping track of technology and training trends
- In addition to the duties and responsibilities listed, from time to time, the post holder may be required to perform other duties as reasonably assigned by the Director of Education and Training

Ideal Candidate will have:

Essential:

- College level education
- Experience in the Entertainment and/or Broadcast industry
- A strong interest in 3D visualisation and/or tracking systems
- Lighting console knowledge (Avolites, GrandMA, Hog4, ETC Eos, etc)
- Understanding of networking, multicasting, broadcasting, unicasting, and UDP
- Understanding of industry norms and best practices
- Proficient with Microsoft Office software (Outlook, Word, and Excel)
- High standard of literacy and communication skills, both written and verbal
- Professional in appearance and attitude with the ability to work in a professional manner with customers and employees at all levels
- High level of self-initiative, dependability and flexible to perform overtime duties or adjust schedule when required
- Creative, practical, investigative, problem solver, self-starter, driven and able to socialize well with people
- Customer-facing experience, ideally in a customer service or technical support role
- A passport and full international drivers license

Desirable:

- University degree
- Experience of public speaking, conducting and delivering training
- Experience of teaching and developing educational content
- Able to conduct and coordinate online meetings, such as GoToMeeting
- Experience with Eventbrite or other similar event management systems
- Experience with CAD and 3D modelling tools such as AutoCAD, SketchUp, 3ds Max, Dialux, Relux etc
- Experienced in the use of *wysiwyg*, Vivien or BlackTrax
- Understanding of cameras/lensing/optic-based tracking systems
- Experience in the use and operation of media servers
- Experience in the recording and editing of video for online publication
- Sales experience
- Spanish language skills

Submit your resume and cover letter to Education@cast-soft.com

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 car to South Kingsway and walk a block, or the subway to Runnymede and a short bus ride), or bike it in the summer.