



## wysiwyg / Vivien Technical Support Analyst

### About CAST

CAST Software has been in business for over 22 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 assistance 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. 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 of bands & DJs 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

**As a Technical Support Analyst**, you will offer support to our customers via email and our Forum, and over the phone; note that the position is somewhat unique in the technical support field, as it does not involve shifts: our support line only operates during regular business hours, Monday to Friday from 9:30AM to 5:30PM, , except on Canadian Statutory Holidays. Support can entail anything from offering a quick and/or known solution to the reported issue, to conducting a full investigation into its cause. During "downtime" you may be asked to perform other duties related to support, such as creating and maintaining email templates, updating various support resources, and software testing/quality assurance.

### Requirements

- Experience working in a professional environment of entertainment lighting, the events industry, and/or (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 in a Forum environment.
- Well-versed in computer hardware components and the Windows operating system; familiarity with Mac OSX beneficial.
- Experience with CAD and 3D modelling tools such as AutoCAD, SketchUp, 3ds Max, etc. Knowledge of WYSIWYG and Vivien an asset.
- Comfortable with executing testing procedure/following test scripts.

- Proficient with Microsoft Office software (Outlook, Word, and Excel).
- While not a requirement (depending on work experience, familiarity with our industry, and/or knowledge of the technical support process), a college diploma or university degree in Theatre Technical Production (with focus on Lighting Design) or in Event Design/Planning/Management would be an asset.

### **Here are the key soft skills we're looking for:**

- Great communication, both oral and written.
- Outstanding interpersonal skills.
- Comfortable with entertainment lighting lingo; comfortable with event design lingo an asset.
- Ability to manage time effectively and prioritize tasks in order to deliver support in a fast-paced, deadline-driven industry.
- Proven ability to “think outside the box”.
- Creative, practical, investigative, problem solver, self-starter, driven.
- Ability to work independently and within a dynamic team environment.
- You are passionate about what you do!

### **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 streetcar 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](mailto:HR@cast-soft.com) . We will reply to you if you have been shortlisted.