



Quality Assurance Analyst

About CAST

CAST Software has been in business for over 21 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 love to see the results of our work in theatre, concerts, TV, and film.

You will be part of a team working on the continuous development and enhancement of 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, Armin Van Buuren and DJ Tiesto, or even for architectural lighting of Buckingham Palace for the Queen's Diamond Jubilee in 2012, and in our own city on the Bloor Viaduct (for the Toronto 2015 PanAm games), just to name a few.

About the Position

As a **Quality Assurance Analyst**, you will assist in the planning, design and execution of the manual and automated software testing, using the outlined company techniques and practices. You will identify, record and track defects; and validate them when fixed. Our quality assurance team works closely with Product Management and Software Development teams to ensure released products are of the highest quality possible. Your success will depend on how you use your knowledge to validate requirements and ensure optimal user experience. You'll see the results of your work – live in person and on TV, YouTube or the big screen. Talk about powerful satisfaction on a global level!

Technical Support – You will also help users to get the most out of our products by responding to inquiries via phone and email; offering a quick, already-known solution or conducting investigation on a reported issue. (Technical Support only operates during regular business hours, 9:30AM-5:30PM EST, Monday-Friday, except statutory holidays.)

Requirements

- An undergraduate degree in a related field such as: Computer/Software Engineering, Computer Science, or Theatre Technical Production (with focus on Lighting Design).
- Minimum of 3 years of experience working in a professional environment of quality assurance/product testing, and/or product design, and/or entertainment lighting, and/or software design/development, and/or customer support.
- Proficient with Microsoft Office software (Outlook, Word, and Excel).
- Experience with Jira or other bug tracking systems and ticketing systems.
- Knowledgeable of Windows 10/8/7 operating system tools, and familiarity with Mac OSX beneficial.

- Comfortable with executing testing procedure, and update/design new test cases.
- Scripting Experience; VBScript, JavaScript, Python, Shell scripting beneficial
- Knowledgeable of Software Development Life Cycle and methodologies beneficial.
- Comfortable with providing technical support for software products over the phone or email.
- Bonus: Formal training in requirements engineering or usability engineering an asset.
- Bonus: Knowledge of entertainment lighting design and/or production, or event planning, an asset.
- Bonus: Experience with CAD tools such as AutoCAD, SketchUp, etc. knowledge of WYSIWYG and Vivien an asset.

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

- Great communication, both oral and written.
- Outstanding interpersonal skills
- Proven ability to work independently and within a dynamic team environment.
- Ability to manage time effectively to deliver on multiple projects in a fast-paced, deadline-driven environment.
- Creative, practical, investigative, problem solver, self-starter, driven.
- 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 . We will reply to you if you have been shortlisted.