

Technical Support Internship - Professional Audio Equipment

Antelope Audio is a rapidly growing, hi-end audio hardware and software manufacturer. We are one of the leaders in our industry and we develop and sell our products worldwide. At Antelope Audio we are dedicated to helping people achieve high-definition sound both in the recording studio and home environment. Distinguished by performance, innovation and stylish design Antelope Audio products are found in the best studios in the USA, Europe and Asia. Our clients include Warner Brothers, Universal Studios, Sony Music and stars like Rihanna, Jay-Z, Korn, Dusty Kid, Wu Tang and Andrea Bocelli.

As a member of the technical support team, you would be able to receive hands-on practical experience in working with end-clients (mostly sound engineers) for one of the world's most renowned Pro-Audio manufacturers. You will work directly with our customers to answer their technical questions and you will be responsible for resolving technical support tickets, chat and phone inquiries received by industry professionals from all over the world.

Key responsibilities:

- Perform email and phone customer support in English
- Support communication and logistical issue resolution
- Become fluent with common professional DAWs' interaction with Antelope products
- Write application notes and maintain the FAQ database
- Perform on site and online trainings for our dealership partners when needed

The ideal candidate must have:

- Fluent English, written and spoken
- Hands-on knowledge of audio and computer technology
- Strong motivation and a can-do approach
- Good familiarity with popular DAWs such as Cubase, Nuendo, Protools, etc
- Friendly, positive, empathetic attitude

The big WHY:

- Practical experience in a world-leader in digital audio technology
- Friendly work environment in a team of highly skilled and motivated people
- Flat, agile, bureaucracy-free management structure
- Leading medical, dental, multi-sport and social benefits
- Ability to utilize the latest advances in audio technology
- Centrally located office with easy access by public transport

All inquiries are strictly confidential. Only shortlisted applicants will be contacted.

Antelope does not discriminate on the basis of race, color, ethnicity, national origin, religion, sexual orientation, age and marital status.