

# ZYLIA



Zylia develops innovative, world-class recording technologies and turns them into products that improve the lives of musicians and audio creatives. With a passionate and dedicated team of experts in audio research, software, business and product development, the company crafts and delivers products with the potential to redefine and revolutionize the way sound and musical performances are recorded.

Our key product ZYLIA Portable Recording Studio is a one-mic recording system that allows to record a whole 360 audio scene and separate sound sources into independent soundtracks (guitar, violin, vocals, etc.). Our product is an easy-to-use device that is used by musicians, bands, recording studios and sound engineers all around the world. More information about the product can be found at <http://www.zylia.co>

**We are looking for:**

## Customer Success Specialist

Location: Poznań

We are looking for a person who will help us to develop our products on a worldwide level. If you are an independent person with experience in First Line of Customer Support and want to change the world of audio technology, join our team.

### Work at Zylia means:

- Participating in creation of cutting-edge audio recording technology.
- Making an impact on our existing processes and creating new ones – we're always open to brilliant ideas.
- Working with a diverse group of people from various fields of expertise (software engineers, electronics engineers, audio and sound engineers, musicians, artists).
- Working in a very open and challenging environment.

### Her/his role will be:

- Provide customers with software product keys and introduce them to the products.
- Assist customers in hardware and software related issues.
- Build connection and trust with your customers, provide an exceptional experience.
- Find solutions and prepare easy to follow documentation.
- Create videos and graphics which can be easily understandable by the audience.
- Cooperate with other departments – Marketing, R&D, Logistics
- Establishing new and maintaining existent procedures.

### A perfect candidate:

- Excellent English and communication skills. (Polish language skills are not required)
- Strong attention to detail and analytical skills.
- You are a person willing to work in a team.
- You are accurate, responsible and you learn quickly.
- Microsoft Office.
- Audio mixing and video editing
- Understanding of signal path
- One of the following DAW: Reaper, ProTools, Cubase, Nuendo

#### Additional advantages:

- Spatial Audio knowledge.
- Max Msp/ Puredata knowledge.
- 360 Video recording and editing.
- Adobe Creative Cloud knowledge.
- Interest in music, playing in a music band.

#### We offer:

- Interesting job, full of challenges and opportunities for further professional development
- Stable full-time employment in the form of an employment contract
- Fixed attractive salary
- Trainings
- Necessary work tools
- Work in an international environment among music enthusiasts
- Nice office in heart of Poznan city.

If you are enthusiastic to shape the future of audio, together with us, feel free to contact us. Please, send your CV and cover letter (with a title - Customer Success Specialist) to [jobs@zylia.pl](mailto:jobs@zylia.pl)

Please, attach in your application: "I hereby declare that all the facts and information provided for this cover letter and CV are true. I allow my personal data stated in the above-mentioned applications to be processed for the purpose of recruitment, in accordance with the Personal Data Protection Act dated 29/08/1997 (Dz.Ust.No.133, item 883)".