



# JOIN OUR TEAM

## What We Do

We've been pushing the boundaries for professional audio production for over 20 years. We produce high-quality music, industry-leading sound effects and groundbreaking audio software for the international market

## What We Offer

A huge range of interesting tasks at a high professional level. Positive teamwork atmosphere and family-friendly company structures. We do not crunch!



**Support Operations & Channel Management Lead**  
Location: Mainz, Germany Headquarters (part-time onsite)

[Find job details below](#)

[www.audiogroup.com](http://www.audiogroup.com)

## **WE ARE AUDIO PIONEERS**

We are an innovative, young-at-heart and established company with flat hierarchies and a passionate, versatile team. Although we have been in the business for over 20 years, we still enjoy working in our special niches, where we are one of the "hidden champions" worldwide. We produce high quality music, sound effects and audio software for the international market. Our work, our products and our content can be heard in thousands of well-known media productions such as OPPENHEIMER, DUNE, MICROSOFT FLIGHT SIMULATOR, GAME OF THRONES, FORTNITE, and many more.

We are specialists in interactive, immersive, and adaptive sound, and develop entirely new types of software applications in this field: whether as web apps, as audio plug-ins, as virtual musical instruments or as AI and machine-learning supported tools.

We work in a very exciting and fun environment, with clients from all over the world and a unique creative team spread all over Europe. We are especially proud of the fact that all these multi-layered products and services are completely being tackled by our team. From concept to implementation and production, the creation and maintenance of our websites, to marketing and worldwide distribution. We are an independent company and have been successful for over 20 years, with a steady expansion of our company and product portfolio, our team and our reach.

For our labels Smartsound Cloud, BOOM Library and Sonuscore, we are now in need of support and are therefore immediately hiring for a position as:

### **Support Operations & Channel Management Lead (m/f/d)** Location: Mainz, Germany Headquarters (part-time onsite)

#### **MAIN GOALS**

We want to build a new force in the company pushing our support pipeline to a new level, providing more efficient and automated customer support, optimized internal technical support and administration for our audio & software products, as well as highly automated channel management solutions, for effective release, distribution and administration of our product pipeline.

#### **SUPPORT ROLE**

On the support side, this role covers level A technical support for our customers, QA & testing for our internal team of audio developers, product support pipeline management & optimization + some internal system administration for our team.

## MANAGEMENT ROLE

On the management side, this entails team leadership for our customer support team (3 people), and even more importantly: re-structuring of the channel management and support systems, cleaning up current grown structures, introducing redundant self-controlling systems, checklists, documents, workflows and routines, with a focus on automating as many of the repeating manual tasks as possible.

## WE WANT YOU FOR THIS:

### STAGE 1: FIX (6-12 MONTHS TARGET)

- **Channel Management Optimization:**
  - Take initial responsibility for the product release process or BOOM Library & Sonuscore products, including vendor relationships,
  - Understand the process from both internal and customer perspectives to ensure efficiency and smooth releases,
  - Connect the customer support and finance / administration team into the product pipeline and find out about the current loopholes and challenges in this pipeline.
  - Aggressively simplify, automate and standardize the process, document it and hand it over to the customer support & finance team.

### STAGE 2: HELP (ONGOING)

- **Audio Testing & Development:**
  - QA & collaborate on the testing, conceptualization, and development of cutting-edge audio plug-ins within proprietary frameworks.
- **IT Support & System Administration (secondary task, not very time-consuming)**
  - Provide first-line support for hardware and software issues in the office
  - Administer accounts for network systems and work applications
  - Manage databases, especially those integrated with WordPress

### STAGE 3: OWN (ONGOING)

- Once you have mastered Level 1, and you feel comfortable with Level 2, you can start to work on more strategic parts, ensuring ongoing team health in the support team, staying on top of new ideas and innovation in the area of customers support, internal tech support and channel management. The driving force should always be to offer the best customer experience, with new ideas of personal outreach and positive brand recognition, while still running everything smoothly and efficiently, making sure that no team member gets bored by repetitive tasks.

## YOU MEET ALL THESE REQUIREMENTS:

- Heartfelt willingness to help our customers and our team.
- Very good English & German skills.
- Basic knowledge of hardware, software, and operating systems, with the ability to troubleshoot and resolve issues independently
- Strong curiosity and willingness to research and implement new tools and solutions, focusing specifically on increasing productivity and efficiency of pipelines.
- Familiarity with account management systems, networks, and work applications
- Experience managing data and handling databases
- Strong attention to detail and organizational skills, ensuring that data remains tidy and structured over time
- Proven problem-solving skills
- Ability to work on-site; living locally or within commuting distance is required

## NICE TO HAVE:

- Music / Sound background + love for audio / media, ideally for our products and service and the world of the video games & film industry.
- Audio editing & design experience in digital audio workstations (DAWs)
- Advanced skills in Google Sheets and Excel, with the ability to work with complex data structures

## WHAT WE OFFER:

- **Motivation & fun:** unique, internationally renowned projects and websites.
- **Team spirit:** large, friendly creative network between the ages of 20-50 (focus on early / mid 30s).
- **Freedom & Commitment:** We love self-initiative, transparency, new ideas and work nearly without hierarchies.
- **Professionalism & security:** A huge range of interesting tasks at a high professional level. Positive teamwork atmosphere and family-friendly company structures. We do not crunch!
- **Diversity:** We are several companies - the range of services, products, ideas, and projects is very diverse and unique in this constellation in the field of international media production.
- **Flexibility:** Customizable working environment (part-time home office / part-time headquarters in Mainz).

If you have any questions, please contact Martin Berger (+49 6131 9206156).

We look forward to receiving your application by e-mail to: [martin.berger@audiogroup.com](mailto:martin.berger@audiogroup.com)

Apply now to [martin.berger@audiogroup.com](mailto:martin.berger@audiogroup.com)