



Online Application Specialist (f/m/d)

Düsseldorf - Full-time - 743999728165990

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As part of the extended game production team, you will be involved in the development of features and components within and around the versioning and deployment systems for one or more platforms.

This position aims at providing an excellent support service to its internal and external partners. You are responsible to ensure that the application layer of Ubisoft online environment is operational and that customers' satisfaction levels is consistently high.

You will also have the option to visit and work from collaborating studios.

As an Online Application Specialist, you are taking care that the online components of the game are set up properly and sustainable. You ensure the optimization of processes in place and resolve potential obstacles.

The main and routine tasks of this position are to:

- Install and configure online applications and related services
- Maintain and optimize the application layer of the online environments
- Investigate, identify, document problems and their root cause and propose collective actions
- Ensure applications operability and monitoring with the help of external teams
- Ensure online environment growth capacity
- Handle escalations from support Level 2
- Carry out other tasks related to this field

You are seeking the opportunity to contribute with both your experience and passion to one of our new and unannounced gaming titles. You are eager to involve yourself in the first hand operation and maintenance of ever evolving online systems.

You have very strong communication skills and enjoy sharing knowledge and experience with colleagues both in your and the game development team.

- 3+ years of professional programming experience
- Profound knowledge in different programming and scripting languages: C#, C++, Python
- Experience with different versioning systems, preferably Perforce
- Experience with XML / JSON processing

- Experience with continuous integration tools and build pipelines like Jenkins, team city, Bamboo

Skills:

- Excellent customer service skills
- Excellent communication and writing skills
- High Analytical and problem-solving skills
- Good interpersonal skills
- Proactive and autonomous way of working
- Ability to make complex information accessible
- Ability to work under stress
- Good verbal and written communications skills in English

Longing to be part of a fun, creative and passionate workplace? We can offer you this and more in an open and friendly environment where you will work with some of the best craftsmen in the industry. Are you up for it? Come aboard for the ride!

Your Benefits

- Relocation Support: We offer financial support in form of a cash allowance and assistance with accommodation search and settle-in support via our relocation partner, for international candidates we offer visa assistance.
- 26 days paid vacation per year. Additionally, you will get half a day off on Christmas Eve and New Year's Eve and approximately 11 bank holidays in the NRW region.
- Flexible Working Hours: We have core working times between 10:00 AM – 04:00 PM and the distribution of the other hours is up to you.
- Opportunities for growth on your desired career path: Leadership training, workshops, guest speakers from the industry, online Ubisoft learning platform, coaches, Experts and library.
- Company Pension Scheme. We offer an attractive scheme through salary sacrificing in which the employer also matches contributions
- Up to 350€ childcare support per child per month. In addition, we also offer 5 'care for ill children days' per child per year.
- Discounted Games. We regularly order Ubisoft Games for super cheap prices for our employees.
- Gym Subsidy. We contribute 50% (up to a maximum amount of 25€) towards the monthly cost of a gym membership of your choice.
- Lunch & Breakfast Service. Enjoy fresh discounted meals each day.
- Monthly Mobility Budget. 80€ per month that can be used on bicycle lease, parking spot rental or public transportation ticket.
- English and German classes for free. Main language in the studio is English.
- Free fresh Fruit, Coffee, Tea and Water. Enjoy fresh fruit and beverages in our office.

For further information please check www.bluebyte.de and www.ubisoft.com