



IT Manager - Local IT (f/m/d)

Berlin - Full-time - 743999905150223

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As the IT Manager - Local IT, you are responsible for ensuring a proper Support Service Quality for a specific scope (Berlin site).

You will supervise the daily operations of the team and scope demands. You will be responsible for the team development and its performance. You will contribute to and influence the strategy developed by Worldwide IT and the sites within your scope.

What you will do:

The main and routine tasks of the Local IT Site Manager are to:

- Manage the Local IT team, creating a collaborative working environment,
- Own the studio's IT decision process and provide support to the studio's strategic objectives in alignment with the global strategy and the other sites of the region
- Gather feedback from representatives of all projects & studio management to make sure support is in line with expectations
- Elaborate and follow the site's IT budget with local finance teams
- Oversee the customer request distribution and timely resolution within the Local IT team of the site
- Ensure quality reporting on operational tasks and status of support, budget and inventory
- Ensure Software and Hardware standards and inventory are updated and accurate
- Ensure awareness of Ubisoft and Studio Best Practices / Policies
- Be the technical and managerial escalation level for the studio's employees
- Represent and advocate the studio's interests within the global IT organization
- Must work on operations with the technicians

What you bring:

Relevant experience

- Minimum 4+ years of experience in technical support to end users
- Minimum 2+ years of experience developing, leading and managing IT teams
- Benefit and data driven decision management

- Service Management
- Negotiation
- Budget Management
- Executing strategies for operational IT organization unit is a benefit
- Project Management knowledge is a benefit

Training

- College diploma in Information Technology, or equivalent experience
- ITIL v3 or higher foundation certification is a benefit

Soft Skills & Attitude

- Good listening & communication skills in English and German (spoken and written)
- Broad technical IT knowledge
- Service oriented mentality
- Great team leadership skills

IT Knowledge

- Expertise in PC and laptop support and latest hardware news
- Excellent knowledge of Microsoft operating systems
- Excellent knowledge of the Microsoft Office suite
- Good knowledge of printing materials
- Good knowledge in Mobile support
- Good knowledge of networking, cabling
- Good knowledge of SCCM, Active Directory
- Linux knowledge is an asset
- Knowledge of multimedia equipment is an asset
- Scripting ability (batch files, PowerShell) is an asset
- Mac OS X knowledge is an asset

Nice to have:

AEVO – Ausbrowserschein – willingness to do the certificate until the end of 2023 (expenses covered by the company)

What to send our way:

- Your CV, highlighting your education, experience and skills
- A cover letter including your earliest starting date, expected salary and why you would like to join us

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

- Ubisoft Blue Byte Academy: We offer multiple opportunities for you to discover your full potential and develop yourself in various areas. Guest speakers from the industry, workshops and access to our training and development platform
- Discounted Games: Discount on employee game orders & free Ubisoft games on Ubisoft Connect
- Monthly Mobility Budget: 80€ per month that can be used on bicycle lease, parking spot rental or public transportation ticket
- Up To 350€ Childcare Support Per Child Per Month: In addition, we also offer 5 'care for ill children days' per child per year
- Self-study And Training Hours: You have access to our in-house library
- Company Pension Scheme: We offer an attractive company pension scheme
- Gym Subsidy: We contribute 50% (up to a maximum amount of 25€) towards the monthly cost of a gym membership of your choice
- English And German Lessons For Free: Good to know: Our main language in the studio is English
- 26 Days Paid Vacation Per Year: Additionally, you will get half a day off on Christmas Eve and New Year's Eve and approximately 10 bank holidays in the Berlin region
- Corporate Benefits Web Portal: With employee discount programs for affiliated retailers, shops and service providers

We offer a highly motivating challenge for team players interested in showing personal initiative in an innovative and international company. If you are passionate about video games and would like to join an industry leader - please apply via our career portal.

For further information, please check <https://berlin.ubisoft.com/en/>.