

Joboffer dated from 04/11/2024

Local IT Technician (f/m/d)

Field: Programmer: IT / Backend
/ Client / Web
Type of employment: Full-time
Entry date: immediately
Zip Code / Place: Berlin
Country: Germany

Company data

Company: **Ubisoft Blue Byte GmbH**
Street address: Adlerstraße 74
Zip Code / Place: 40211 Düsseldorf



Contact Person

Name: Remigius Parij
Position: Human Resources Specialist
Street address: Adlerstraße 74
Zip Code / Place: 40211 Düsseldorf

Job description

What you will do:

- Offer on-site and remote support to end users within the local responsibility
- Incidents and Requests management
- Manage local infrastructure (example, servers and network) where required
- Ensure approved security best practices and policies are being applied
- Provisioning and maintaining the employees work environment
- Maintaining the local meeting room configurations
- Interact with external vendors regarding support requests
- Strive to continually improve IT policies and processes
- Provides support for events & meetings
- Maintain the IT asset inventory
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Qualifications

What you bring:

Relevant experience

2+ years of experience in technical support to end users

Training

- Relevant education in Information Technology or equivalent experience
- CompTIA A+ or comparable (Microsoft, Networking, Virtualization etc.) certification – nice to have

Knowledge

- Expertise in PC and laptop support and latest hardware news
- Excellent knowledge of Microsoft operating systems
- Excellent knowledge of the Microsoft Office suite
- Very good English skills (spoken and written)
- Very good German skills (spoken and written)
- Good knowledge of networking, cabling
- Good knowledge of SCCM / Intune and Active Directory (Azure / OnPrem)

Skills

- Great sense of customer service
- Good organizational skills

Nice to have:

- Knowledge of mobile support and MDM
- Knowledge of conferencing and multimedia equipment
- Linux / MacOS knowledge
- Knowledge of ITIL methodologies

Additional information

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What we offer:

- 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 as well as to our in-house library
- Discounted and free games: Discount on employee game orders & free Ubisoft games on Ubisoft Connect
- Hybrid work model: Provides the flexibility to combine working from the studio and your home within Germany
- 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
- 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 online lessons for free: Good to know: Our main language in the studio is English
- 26 days paid vacation per year
- Corporate Benefits web portal: Employee discount program for affiliated retailers, shops, and service providers

Ubisoft offers the same job opportunities to all, without any distinction of gender, ethnicity, religion, sexual orientation, social status, disability, or age. Ubisoft ensures the development of an inclusive work environment which mirrors the diversity of our players' community.

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