

Joboffer dated from 01/22/2025

## Technical Support Coordinator (m/f/d)

Field: Community Management /  
Customer Service /  
Support  
Type of employment: Full-time  
Entry date: immediately  
Zip Code / Place: Frankfurt am Main  
Country: Germany

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### Company data

Company: **Nintendo of Europe SE**  
Street address: Goldsteinstraße 235  
Zip Code / Place: 60528 Frankfurt am Main



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### Contact Person

Name: Katharina Znoj  
Position: Recruiter  
Street address: Goldsteinstraße 235  
Zip Code / Place: 60528 Frankfurt am Main

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### Job description

#### Level up!

Nintendo aims to deliver unique, intuitive entertainment experiences for everyone, manufacturing and marketing video game devices such as the Nintendo Switch™ family of systems, developing and operating applications for smart devices, and collaborating with partners on a range of other entertainment initiatives like visual content and theme parks.

At Nintendo, we bring together employees with a wide range of characteristics and work together towards a common goal – to put smiles on the faces of people all over the world.

#### Tasks

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- Assuring Customer Care Europe Technical Department and Nintendo Co., Ltd, Japan (NCL) Product Technology Department, Product Technology Department Group and Technical Service Department information flow is fluent between each other
- Coordinating trainings, technical document preparation, decision making and purchasing of tools, process design, repairs and refurbish, spare parts definition with NCL and informing Nintendo of Europe (NOE) Technical team
- Preparing and organizing NCL visits to NOE workshops and vice versa
- Maintaining Repairs Portal
- Attending NOE, NOA (Nintendo of America) and NCL technical meetings to assure correct understanding between all regions
- Helping and coordinating between NCL and NOE Technical Support team for process flow implementation and audits
- Analyzing and recommending purchasing of all tools required and used by NOE Technical Service department repairs and internal usage
- Helping and providing improvement measures for repair centers together with Senior Technicians and based on global benchmarking

## Requirements

- Technical background or similar knowledge or degree in Business Administration or equivalent experience, including the willing to learn
- Excellent verbal and written communication skills
- Japanese and English spoken and written skills; Native level of Japanese would be a plus
- Excellent management of MS tools; JIRA and Confluence will be important to know
- Capacity to support translation tasks

Are you interested? We look forward to receiving your application, including your earliest possible starting date and salary expectation.

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