The incumbent of this position works in close collaboration with the technical operations, anti-cheat, player behavior, game's deployment and quality control teams in order to analyze, recommend and/or choose the best possible technological orientations thanks to their exhaustive knowledge of the tools available, the specific requirements of each team and the solutions offered by the partners.

**What you'll do:**

- Define and quantify the level of technology necessary for the operation of the game with the live operations, online and infrastructure and reliability teams
- Ensure the development of effective processes and tools to deploy and operate the game's and its related features and services
- Be responsible for the constant availability of the game's and its services and the quality of the latter
- Supervise the follow-up pipeline of issues raised by players to identify the necessary actions
- Supervise the definition and manage the timelines of Live events and key stages (invitation-only, public, alpha, beta, launch and patches, events, free weekends etc.)
- Supervise the budget monitoring of the infrastructure and its optimizations
- Provide feedback on the feasibility and risks of production team planning and advance possible solutions when necessary
- Master the tools, realities, platforms, processes and online services offered by internal partners, ensure technological alignment between them and the production team while carrying out a technological watch on what is in use in the industry
- Establish an annual development plan with the live operations, infrastructure and reliability, online, anti-cheating, player behavior, game's deployment and quality control teams, and adjust it during the year according to changing needs
- To take decisions:
  - On the proposed attack plans during major delays affecting deliverables
  - Functionality versus time dilemma in action plans
- Demonstrate leadership and commitment to teams in critical situations
- Follow up on technological risks
- Lead the development of working methods and processes with team leaders
- Identify the people required when solving major problems affecting the orientation, content, costs or the whole project
- Identify and select technology providers for game's online services
- Participate in the selection of key positions in the team and in the development of the hiring plan and propose modifications
- Establish for the game's and with internal operations teams, escalation and fixing plans in case of major issues
What you bring

- 10 years of experience as a manager in the IT field
- Experience in video game production, particularly in terms of game operations or online service
- In-depth knowledge of live operations practices within the video game industry
- Knowledge of issues and challenges related to cheating an asset
- Ability to exercise positive leadership
- Be customer oriented
- Have a good spirit of analysis and synthesis
- Good sense of organization
- Have good interpersonal, English and French communication skills (oral and written)
- Ability to work with tight deadlines and to be efficient under pressure
- Ability to solve complex problems
- Ability to adapt to changes

What to send our way

- Your CV highlighting your education, experience, and skills

Please note that if you need a work permit, your eligibility may depend on your education and years of relevant work experience, as required by the government

A real live person will review your application. In this case, it’s our talent acquisition team lead Alexis. As he learns more about you through your profile, get to know him through the video below.

About us

Ubisoft’s 20,000 team members, working across more than 30 countries around the world, are bound by a common mission: enrich players’ lives with original and memorable gaming experiences. Their commitment and talent have brought to life many acclaimed franchises such as Assassin’s Creed, Far Cry, Watch Dogs, Just Dance, Rainbow Six, and many more to come.

Ubisoft is an equal opportunity employer that believes diverse backgrounds and perspectives are key to creating worlds where both players and teams can thrive and express themselves.

When you join Ubi MTL, you discover a workplace that sparks inspiration and connection. We offer a collaborative space that provides career advancement, a host of learning opportunities, and meaningful benefits centred on well-being.

If you are excited about solving game-changing challenges, harnessing cutting-edge technologies, and pushing the boundaries of entertainment, we invite you to join us on our journey and help us create the unknown.

At Ubisoft, you can come as you are. We embrace diversity in all its forms. We’re committed to fostering a work environment that is inclusive and respectful of all differences.