



Director of account digital trust and security - Online Services

Montreal - Full-time - 744000108835595

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The Director of account digital trust and security leads the team that drives the creation and operational execution of Ubisoft's digital trust and security strategy for player accounts. This role is critical to ensuring a secure, trustful and seamless player experience while mitigating reputational and regulatory risks for the company.

The incumbent and their team are accountable for the overall health of the player account ecosystem. They define, implement and operates ongoing initiatives that ensures regulatory and privacy compliance while optimizing both player access to their accounts and the ability to combat account fraud (theft, take over, economic fraud, etc.). They continuously monitor the account ecosystem to anticipate crisis and champion accessibility, quality of service, and enforcement of account-related policies while leading the player account security awareness programs. By leading the collaboration of cross-functional teams and industry stakeholders, the Director is accountable of the consistency, fairness, and impact across all Ubisoft systems, rules, and operations. Its objective is to enable faster decision-making and prioritization to build a proactive approach that prevents crisis and protect both players and Ubisoft from their impact.

What you will do :

Vision

- Ensure consistency of the whole account security and trust ecosystem, from policies to day-to-day operations and prioritization with stakeholders' management.
- Building and guiding the development of the monitoring systems framework to proactively monitor the player's account experience for trust and security.
- Drives necessary tools and products roadmaps, based on policies and actual operations insights, from monitoring to player-facing flows.
- Build and evolve the best Account Trust and Security Centre transversal team organization

Strategy

- Develop and embodies a strong vision for the player account trust and security, grounded in operational reality and the aspiration to put player first, leveraging player feedback, market trends and user research
- Turn that vision into an actionable 360 strategy, making strong choices that are supported by Account Trust and Security stakeholders
- Leverage insights and analysis to frame product and tools development priorities and requirements as well as operational improvements needs (through objectives and KPIs)
- Set up and manage the team involved in Account digital trust and security- with direct and indirect reports. Includes capacity and expertise management, organizational structure evolution when required.
- Accountable for the overall health of player account system, towards Ubisoft Creatives Houses and Ubisoft Group - and towards players.

Operations

- Proactive, ongoing monitoring of the account ecosystem health. Connecting and interpreting 360 weak signals to anticipate incidents and identify actions to prevent them
- Manage incidents, orchestrate crisis management and leverage learnings to improve and reinforce the framework

Metrics and observability

- The incumbent will create, structure, and orchestrate the contribution of all resources involved in those topics, from policies to technical development, operational execution and communication, including notably people from several transversal teams across Ubisoft world such as Security Risk Management team, Customer Relationship center, Legal, Corporate Communications and Player Safety.
- The incumbent will have a strategic posture on policies and practices alignment and evolution, tactical approach in driving tech and tools roadmaps and operational drive for efficient process execution, incident management and continuous improvement loop

Gouvernance and stakeholders' management

- Lead, mentor and inspire a transversal team directly reporting to him (Live Ops and Incident Management, Data Analysts, Live QA...)
- Pilot and orchestrate stakeholders' collaboration
- Make clear-cut decisions both in proactive and reactive mode
- Accountable for the team's success and its value creation/positive ROI (including reporting to top management)

What you bring

Training:

- Bachelor's degree in management or administration

Relevant experience:

- Senior leadership profile (director level), with strong experience in the digital industry. Plus would include a mix of first-hand experience with challenging compliance contexts, live operations, team management, stakeholders' management
- Strong decision-making abilities
- Combination of analytical/ROI, leadership and influence leadership skillset
- Multidisciplinary approach and 360 problems solving and decision-making. Understanding of both technical, operational, player experience and compliance challenges and constraints