



Associate Director, Game Services

Montreal - Full-time - 744000140938257

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As an Associate Director, Game Services at Ubisoft Montréal, you will lead a multidisciplinary organization supporting Ubisoft games, studios, and Creative Houses. In this senior people leadership role, you will directly lead and develop a team of managers, strengthen leadership capabilities, shape the organization, and create the conditions for teams to perform, grow, and successfully navigate change.

You will be accountable for the overall health, effectiveness, engagement, and performance of the organization, as well as for the reliable delivery of its IT and operational services.

Working closely with game, studio, Creative House, and technology leadership, you will ensure that our teams, operating model, capabilities, and service-delivery priorities remain aligned with Ubisoft's evolving business and production needs.

What you'll do

- Lead multidisciplinary teams composed of managers, team leads, technical experts, and operational teams supporting Ubisoft productions
- Develop managers through coaching, performance management, succession planning, and leadership development
- Foster an environment built on **clarity, collaboration, trust**, and sustainable team performance
- Shape the organizational structure and operating model to align skills, capacity, and business priorities
- Guide teams through organizational change and evolving priorities while maintaining engagement and delivery continuity
- Drive workforce and capacity planning, including recruitment, internal mobility, vendor strategy, and long term skills development
- Oversee **service delivery**, operational risks, incidents, dependencies, and continuous improvement initiatives
- Partner with game, studio, Creative House, and technology leadership to align organizational and delivery priorities
- Collaborate with global teams across **Infrastructure, Security, Cloud, Human Resources, Finance**, and external partners
- Promote operational excellence through **KPIs**, service reviews, automation, standardization, and continuous learning

- Experience leading large multidisciplinary teams within a complex **technology, IT**, gaming, or live service environment
- Experience developing managers and supporting leadership practices across multiple teams or functions
- Expertise in **organizational design**, talent development, workforce planning, employee engagement, and succession planning
- Experience guiding teams through organizational transformation and evolving business priorities
- Strong understanding of **IT service delivery**, operational services, incident management, capacity planning, and continuous improvement
- Ability to balance operational delivery, technical priorities, workforce needs, financial considerations, and stakeholder expectations
- Strong communication and stakeholder management skills across technical and business teams
- Leadership approach focused on **collaboration, transparency, accountability**, and team development

What to send our way

- Your CV highlighting relevant leadership experience and organizational scope
- Examples of leadership development, organizational change, and operational improvements you have supported