



Online programmer - (Online Service-Hosting Platforms)

Montreal - Full-time - 744000156044259

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As part of the Online Services team at Ubisoft Montréal, you'll join the Gateway team. The team runs the API Gateway that sits in front of Ubisoft's online services for every studio and game. You'll be the go-to person for internal teams who use our platforms. You'll help them get onboarded, investigate their issues, and find the right solution.

The role combines technical and people skills. You'll investigate problems, coach teams through integrations, write documentation, and answer questions in our support channels. We use generative AI tools such as Claude every day, and we want to automate as much of our support as possible. You'll learn the support work first, then help us turn the repetitive parts into AI-assisted triage, diagnosis, and answers.

You'll learn to support Platform Engineering (Shipyard), our internal service-hosting platform, and the API Gateway (AWS, ECS, Kubernetes, Envoy). You'll work with a team of programmers and SREs who share what they know and help each other improve.

What you'll do

- Help internal teams (game studios and online services) by answering questions, investigating issues, and guiding them through integrations with the Platform (Shipyard) and the API Gateway.
- AI assisted technical investigation using logs, metrics and documentation, and collaboration with the team on lasting fixes.
- Write and improve documentation and runbooks so agents and clients can find answers on their own.
- Manage and prioritize several support requests at the same time.
- Find the most repetitive support tasks and help automate them with AI tools and scripts

(triage, diagnosis, standard answers).

- Work with Product Management to point out feature requests, documentation gaps and pain points in the client experience that come up through support.
- Support the dev team with communication and process during platform incidents, and take a bigger role in incident response as you gain experience.
- Share what you learn with the team and contribute to improving how we support our clients.

What you bring

- 2-3 years of experience in technical support, IT, DevOps, programming or a related field.
- Knowledge of cloud technologies (AWS preferred).
- Scripting or programming experience in at least one language (Python, JavaScript/TypeScript, Go, C# or similar).
- Familiarity with REST APIs and the basics of HTTP.
- Knowledge of networking and security basics (DNS, TLS, authentication).
- You use AI tools (Claude Code, Codex or similar) in your daily work and want to learn how to apply them to real support problems.
- You enjoy debugging and figuring out why something doesn't work.
- Clear written and spoken communication, and you're comfortable explaining technical topics to different audiences.
- You like helping others and take pride in solving their problems.

- Fluent in French and English (you'll work with teams in Ubisoft studios worldwide and with colleagues elsewhere in Canada).

Nice to have

- Experience building with AI: calling LLM APIs, writing prompts for automation, or trying agents, MCP or RAG, even in personal projects.
- Familiarity with containers (Docker, ECS or Kubernetes).
- Experience with CI/CD pipelines (GitLab CI or similar).
- Exposure to incident response or on-call work, even informally.
- Exposure to infrastructure-as-code (Terraform, AWS CDK or CloudFormation).
- Experience with online games or large-scale online services.