

Stellenangebot vom 11.09.2026

Live Support Operator – Football Tracking Data (TRACAB)

Fachrichtung:	QA / Testing
Art der Beschäftigung:	Werkstudent
Eintrittsdatum:	ab sofort
PLZ / Ort:	50678 Köln
Land:	Deutschland

Firmendaten

Firma:	Electronic Arts GmbH
Straße & Hausnummer:	Im Zollhafen 15-17
PLZ / Ort:	50678 Köln

Ansprechpartner

Name:	Iulia Rus
Position:	
Straße & Hausnummer:	Im Zollhafen 15-17
PLZ / Ort:	50678 Köln
E-Mail:	irus@ea.com

Job-Beschreibung

Overview

The Live Support Operator plays a key role in ensuring smooth matchday operations and excellent data quality.

You will serve as the first point of contact for internal and external stakeholders during live football matches. You will prepare and monitor tracking systems and tools, oversee live data creation and transmission processes, perform troubleshooting in case of technical issues, and communicate with clients. You will maintain data accuracy and quality standards through monitoring of football matches.

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Quinke Networks GmbH
Bei den Mühlen 70
D-20457 Hamburg

Responsibilities

- You will prepare matches, including system calibration, stakeholder communication, and production environment testing
- You will monitor tracking systems and tracking operator performance during live games
- You will oversee live data creation and delivery flows, including data and threshold sanity checks
- You will prepare match reports
- You will ensure proper data storage and documentation
- You will handover data to post-match analysis teams

Qualifications & Skills

- You have experience with basic computer applications
- You have a detail-oriented mindset
- You have experience working in a team environment
- You are fluent in German and have basic English skills
- You are available for weekend and night shifts

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