

Joboffer dated from 07/08/2019

Live Operations Manager (f/m/d)

Field:	Productmanagement / Producing
Type of employment:	Full-time
Entry date:	immediately
Salary:	negotiable
Zip Code / Place:	10997 Berlin
Country:	Germany

Company data

Company:	YAGER Development GmbH
Street adress:	Pfuelstr. 5
Zip Code / Place:	10997 Berlin



Contact Person

Name:	Human Resources
Position:	
Street adress:	Pfuelstr. 5
Zip Code / Place:	10997 Berlin
E-mail:	contact-hr@yager.de



Job description



We're looking for a Live Operations Manager, an individual who excels at organization, has superb communication abilities, and is comfortable managing the resolution of issues in a complex online ecosystem that is available to players 24/7 and across multiple countries.

The ideal candidate is passionate about working in games and technology, and has a history of working with large scale systems, live operations teams, and software developers in a range of technical environments.



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As Live Operations Manager at YAGER you will:

- Build an end to end 24/7 Live Operations capability for The Cycle and create a strong team culture and pride in our player and community commitments
- Be accountable for monitoring and managing the health of the 24/7 live game service
- Build and maintain live operations policies and procedures to ensure minimal downtime and a consistent player experience, considering dependencies across multiple teams to ensure successful releases, monitoring, and tracking of ecosystem wide issues
- Establish plan of record for management of any changes resulting from planned upgrade, maintenance, hotfix or reset, ensuring all parties are aware and tracking
- Work with in-house and platform partners to develop the workflow and toolset to support improvements to release activities in reliability, time-to-customer and general business continuity
- Provide transparency for ongoing feature development, outages and bug fixes, sharing schedules, and risks and dependencies to stakeholders in order to ensure there is clear insight into the activities of operation team and what we are addressing in the live environment
- Run direct day to day operations for the live operations team. Be able to quickly develop deep knowledge about tools, teams, and technologies. Provide leadership and guidance through solid planning and execution of work. Understand how to manage people to help them do their best work, and embrace and embody YAGER Values
- Create a clear team structure and workflow process that enables your team to work effectively to support the project in a 24/7 always on environment that spans multiple locations, provide leadership and guidance through solid planning and execution of work
- Manage and grow relevant external partner relationships

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Qualifications

- 3+ years of experience working in a production role where you've managed cross-functional teams in the creation, delivery, and ongoing support of complex online services and online titles.
- 3+ years of production experience
- Understanding of live operations in cloud services and online game infrastructures
- Ability to create, track, and resolve complex live issues and postmortem processes
- Strong preference to applicants with technical experience
- Strong organizational and time management skills
- Flexible, curious and with a can-do mindset along with empathy for the player
- Strength in communicating clearly with a range of different personality types and disciplines
- Passionate about videogames

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Employment details

- Full-time and on-site
- Status: employment
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Start: as soon as possible



Benefits

We support you all the way

Relocation bonus and ongoing support and assistance

Occupational pension scheme



We care about your well-being

Flexible working hours

Fresh fruit and vegetables every day

Hot and cold beverages of your choice

In-house massage



We encourage continuous learning

Extensive games/books library

Dedicated Talent Development Manager

Participation at various game conferences



We know how to have fun

A variety of exciting Team Events

Summer and Christmas Party

Beer and soft drinks for Friday meetings



Join our Team!

If this sounds like you, and you love to work in a creative environment with people passionate

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