

Joboffer dated from 07/31/2025

Service Desk Manager

Field:	others
Type of employment:	Full-time
Entry date:	immediately
Zip Code / Place:	22761 Hamburg
Country:	Germany

Company data

Company:	InnoGames GmbH
Street address:	Friesenstraße 13
Zip Code / Place:	20097 Hamburg



Job description

Join us as Service Desk Manager and be the central point of contact for our employees. Help providing everything they need, so they can make great games for our players. We are seeking someone that is passionate about providing the best possible service, no matter if it's about a paper clip or a new laptop. A team of specialists will have your back and take over more complex tasks.□

Your mission

- Service Desk Hero – you are the central contact person for our employees for all questions and concerns.
- Whether it's a moderation kit, a pencil, or a T-shirt: you provide our employees with the necessary materials and manage them reliably.
- You are in charge of our keys and access cards.
- You are welcoming guests.
- IT support - you will take on common and standardized support tasks.
- Forgot your password or missing a charging cable? No problem, you can help right away.
- If you already bring more IT knowledge or like to learn more, you are welcome to take on more complex support requests.
- Mailroom operations - Nearly all our communication is digital, but you will organize what is left of physical mails.
- Receive and handle parcels and mail.
- Send parcels and organize courier services.
- Support organizing and conducting internal company events.

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Your skill set

- Training in a commercial or IT field, or equivalent experience, e.g., in hospitality, event management, or similar.
- Strong communication skills in German and English.
- Basic knowledge of IT topics, willingness and interest in taking on IT support tasks.
- Friendly and professional demeanor.
- Ability to work efficiently in an environment with regular interruptions and dynamic priorities.

Bonus points

- Opportunity for advancement in the IT field and taking on more challenging support tasks.

Your power-ups

- **Learning opportunities.** □ Level up □ with excellent training and development opportunities, such as e-learning, hard- or soft-skill trainings from our InnoVersity or industry conferences.
- **Outstanding benefits.** □ Get 28 vacation days, a sabbatical, mobile device, contribution to your public transport ticket, and more.
- **Compensation & Fair Play.** We have career models as well as market-competitive salary in place that ensure that we treat our employees fairly.
- **Flexible working hours.** □ We offer □ trust-based working hours as well as active breaks - □ play table tennis with your team, work out in our gym or go to our rooftop terrace to get some fresh air.
- **Food & drinks.** □ We offer free drinks and fresh fruit to contribute to your health and well-being; enjoy the meals prepared by our in-house canteen or cook on your own in one of our employee kitchens.
- **Dynamic people.** □ Work in an agile multicultural team – enabling you and your team to form and actively optimize work processes
- **Creative processes.** Feel comfortable in an atmosphere that empowers creative thinking and strong results.
- **Team of specialists.** □ Shape the success story of InnoGames and be a part of our international team of professionals in a stable growing company and award-winning employer.
- **Company events.** □ Participate in regular company events, e.g., wine tasting, cooking, paintball, barbecue together on our rooftop terrace.

InnoGames (www.innogames.com) is one of the leading German developers and publishers of mobile and browser games and a certified Great Place to Work®. The Hamburg-based company was founded in 2007 and is now part of Modern Times Group (MTG). Together with about 350 employees from 40 nations, the company founders develop unique games that provide many years of fun for millions of players around the world. InnoGames is best known for Forge of Empires, Elvenar and Tribal Wars, but the company is continually expanding its now 10-game portfolio across platforms and genres. Most recently, InnoGames launched Cozy Coast, a feel-good beach adventure with elaborate merge-2-gameplay and a captivating

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story. □ Excited to start your journey with InnoGames and join our team as a Service Desk Manager? We look forward to receiving your application as well as your salary expectations and earliest possible start date through our online application form. Junwei Song would be happy to answer any questions you may have. □

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