Joboffer dated from 09/11/2026

Live Support Operator – Football Tracking Data (TRACAB)

Field:	QA / Testing
Type of employment:	Working student
Entry date:	immediately
Zip Code / Place:	50678 Köln
Country:	Germany

Company data

Company:	**Electronic Arts GmbH**
Street adress:	Im Zollhafen 15-17
Zip Code / Place:	50678 Köln

Contact Person

Name:	Iulia Rus
Position:	
Street adress:	Im Zollhafen 15-17
Zip Code / Place:	50678 Köln
E-mail:	irus@ea.com

Job description

Overview

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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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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