



HIRING A IT Technician



YOUR MISSIONS

1. IT Service

- Receiving support requests directly from users, via emails or hotlines, logging tickets to the Helpdesk system, and confirming the reception of requests to users in a timely manner.
- By oneself or together with the team, analyzing the issues, proposing solutions and implementing them in accordance with ETA guidelines for common IT tasks. Main areas of support include PCs (hardware/software/connectivity), LAN cabling, Wireless, printers, fax machines, scanners, photocopying machines, projectors, fixed telephones and other IT devices.
- Escalating network-, server- and corporate web tools/applications-related incidents/requests to GNS team for further resolution. Escalating serious incidents to IT Supervisor/ Manager and the Management for immediate attention and decision making.
- Keeping track of incidents/requests and communicating with users/managers regarding their status and resolution.
- Supporting Gameloft GNS to maintain/upgrade IT infrastructure and application systems
- Setting up PCs (hardware/software/connectivity) for newcomers and Gameloft employees from other studios.
- Maintaining/Upgrading PCs (hardware/software/connectivity) and other IT devices for current users when requested.
- Completing other technical tasks assigned by IT Supervisor/Manager and the Management

APPLY NOW



HIRING A IT TECHNICIAN



YOUR MISSIONS

2. IT Administration/Management

- Logging, tracking and updating tickets on the Helpdesk System.
- Suggesting the purchase of IT hardware/software for new users or for upgrade/replacement if needed, checking condition/configuration of new/current items, updating the inventory system and keeping them organized in the IT store. Liaising with vendors/suppliers for delivery/replacement/maintenance services
- Documenting all knowledge and experiences in the File Sever/Knowledge Base System
- Educating, communicating with users on IT policies and processes in order to effectively enforce them.
- Completing other administrative tasks assigned by IT Supervisor/Manager and the Management

APPLY NOW



REQUIREMENTS

MUST HAVE SKILLS

- ❖ At least 2 years in technical trainings/vocational schools/certifications or equivalent
- ❖ Good knowledge in PC and other IT devices' hardware/software/connectivity, including Windows and Linux operating systems, good skills in analyzing, diagnosing and troubleshooting issues.
- ❖ Basic knowledge in network, server, corporate web tool/application and telecommunications systems.
- ❖ Basic English language skills
- ❖ Full time working experiences in user support preferable.

- ❖ Possessing customer/service oriented mentality
- ❖ Being proactive, willing to learn and to work overtime when requested
- ❖ Being social, communicative, calm and flexible when dealing with users
- ❖ Being innovative, cooperated, responsible, disciplined timely and accurate in performing tasks

APPLY NOW



As a leading global publisher of digital and social games and a top innovator in its field, Gameloft® has its own established franchises such as **Asphalt, Real Football, Modern Combat, and N.O.V.A.: Near Orbit Vanguard Alliance**, and also partners with major rights holders including **Marvel, Mattel, Fox, Universal Studios, Ferrari, Sega, and Ubisoft**. Available in more than 100 countries, Gameloft's products address a wide user base spanning from casual to hardcore customers.

WE ARE PASSIONATE GAMERS

Leveraging our own gaming demands and creativity and listening to every player's requests, we do know how to give a 100%-pleasure user experience.

WE TARGET QUALITY

Based on our long-time expertise, we ensure worldwide deadlines and push for 100%-quality, to give the best to a more and more demanding and aware market.

WE DEVELOP INTERNATIONAL TOP-RATED GAMES

Developed in-house, localized in 12 languages and available in more than 100 countries: get the chance to work on Gameloft established franchises (Asphalt, Real Football, NOVA...) or with major right holders (Marvel®, Hasbro®, FOX®...).

WE ENCOURAGE ADAPTABILITY

Get trained on constant innovation, anticipating technical trends and finding efficient solutions, to keep winning challenges.

WE LIVE DIVERSITY

Open up to the world, learn from our different cultures, experiences, talents, ideas, within a studio or abroad, in an open and dynamic environment.



ABOUT US

**contact
us**

WWW.GAMELOFT.COM - WWW.GAMELOFT-SEA.COM



The Adventures of Tintin

The best Action/Adventure game in 2011, on Iphone and Ipad
- *Jeuxvideo.com* -



Ice Age Village

The "Best Mobile Game" award at the 2012 Mobile Excellence Awards



Order and Chaos Online

The best MMORPG 2011 on iPhone and iPad
- *Jeuxvideo.com* -



Zombiewood

Gold award
- *Pocketgamer* -

ENTER THE GAME

CHALLENGES WORKING WITH
INTERNATIONAL EXPERTS!

MODERN AND
REWARDING ENVIRONMENT!

CONTINUOUS TRAINING AND
DEVELOPMENT PROGRAM!

