

You will partner with leadership in order to provide a consistent, healthy live service. You are dedicated to finding creative new ways to handle incidents, problems and changes to both protect players from outages but also allow engineers to do what they do best and provide players with awesome new content and features.

KEY RESPONSIBILITIES

- Create and manage plans for game launches, patches, and service updates.
- Manage the planning, tasking, and tracking of the LiveOps team.
- Manage the issue triage and submissions processes for releases.
- Communicate dates and deadlines for releases to the team in an effective manner.
- Communicate frequently with the team leads on live and deployment status, risks, and opportunities.
- Become the go-to person for our project managers in each of our regional offices to discuss local game service concerns.
- Represent the team in publishing and infrastructure planning discussions.
- Support live game operations whenever issues occur – 24/7 support.

QUALIFICATIONS

Required

- Demonstrable ability to build, track, and maintain complex schedules
- Ability to drive projects to completion in a timely manner
- Skill to communicate effectively, accurately, and succinctly with key partners and the team at large
- Knowledge of game development and project management
- Exacting attention to detail
- A minimum of 3 years' experience working on a live software service as a producer, project manager, or similar