



*LOCAL IT TECHNICIAN*  
*UBISOFT BARCELONA*

*COMPANY DESCRIPTION*

Ubisoft Barcelona, part of Ubisoft's international network of production studios, has developed for over 18 years a strong expertise in the production of videogames from a large variety of genres and platforms. The Studio is continuously looking to grow its team with highly professional, passionate and talented people.

*JOB DESCRIPTION*

The Local IT Technician is responsible for delivering on-site support on the hardware and software of Ubisoft employees. He also delivers basic training to end users.

**RESPONSIBILITIES**

The main and routine tasks of the Local IT Technician are to:

- Offer on-site support to end users on hardware (workstation and printing) and standard software (Windows OS, office pack)
- Manage local infrastructure (servers and network) when required
- Ensure Security team best practices application for workstation
- Build and install the new employees work environment
- Ensure proper meeting room configuration
- Support for events (training, marketing etc.)
- Support teams during moves
- Maintain the asset inventory
- Ensure follow-up on issues and requests
- Update knowledge base with newly diagnosed problems
- Carry out all other related tasks.

*QUALIFICATIONS*

**TRAINING**

- Bachelor's degree in related field

**SKILLS**

- Great sense of customer service.
- Great team spirit.
- Good dexterity and ability to perform manual labor.
- Good listening and communication skills.
- Good organizational skills.
- Ability to make decisions quickly.
- Ability to work effectively in a fast paced changing environment.

- Ability to work autonomously.

#### **KNOWLEDGE**

- Excellent English skills (spoken and written)
- Expertise in PC and laptop support and latest hardware news
- Excellent knowledge of Microsoft operating systems
- Excellent knowledge of the Microsoft Office suite
- Good knowledge of printing materials
- Good knowledge in Mobile support is an asset.
- Knowledge of networking, cabling.
- Knowledge of SCCM, Active Directory is an asset.
- Knowledge of multimedia equipment is an asset.
- Scripting ability (batch files, VBScript, PowerShell) is an asset.
- Knowledge of Agile methodologies is an asset.

#### *ADDITIONAL INFORMATION*

- 40 hours/week
- Candidates must have finished studies and not been in an internship contract in another company
- Internship contract will be offered