

RPM Operation Center Specialist

Title: RPM Operation Center Specialist

Location: Romania — Bucharest

Contract Type: Intern

About EA:

ENTERTAINING IS OUR PASSION

EA was founded over 30 years ago by individuals with a deep passion for making games. Many things have changed over the years as the gaming industry—and the company—has expanded immensely, but we are still driven by the same passion for developing, publishing, and distributing the world's best games. Our history has been one of great success, and our future looks even brighter. Gaming has come a long way from Pac-Man & Space Invaders to modern EA Favorites like Burnout, Battlefield, Mercenaries, Dead Space, Spore, FIFA, Madden, Need for Speed and the world's most successful game franchise, The Sims. Fuelled by our talented staff at locations right across the Globe we are united in our passion to continue shaping the future of interactive entertainment. Together we can make a difference.

About Release & Preservation Management (RPM)

A division of Central Development Services, RPM is responsible for the internal and external distribution of EA content. The Operation Center is RPM's front line & first response center for service requests, tickets and incidents. A key responsibility includes providing 24/7 support to all EA sites & personnel.

Position Summary:

The RPM Operation Center team is accountable for offering remote support to the WW RPM labs and their clients in order to ensure the stabilization of our core functions as well as the front line for incidents and tickets resolution

Key Responsibilities:

- Resolve service requests within the established service levels
- Raise and track incidents as they appear and escalate when needed
- Ensure that all media follows RPM tracking and security protocols
- Remotely maintain hardware and troubleshoot issues for global locations
- Run system tests in "user acceptance testing" in accordance with the test plan
- Troubleshoot issues related to production systems
- Manage incidents end-to-end including facilitation of root cause analysis
- interface with EA RPM customers & Labs worldwide
- Perform other related tasks as necessary
- Effectively communicate with all levels of the organization

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Job Qualifications:

Desired Skills

- Practical understanding of networking - routing, subnets, UDP, TCP, IP, VLAN, VM, DNS & DHCP.
- Must have ability to communicate complex technical problems concisely and professionally to technical and non-technical audiences.
- Ability to follow documented processes, as well as, update and maintain documentation and run books
- Knowledge of Microsoft Enterprise systems, Outlook, SharePoint; Office suite Word, PowerPoint; including an advanced understanding of Excel and parsing data.
- Ability to work independently in a fast-paced environment and manage multiple projects while maintaining a high quality of work
- Team player, but able to work independently
- Resourceful, proactive and innovative - identifies issues and implements solutions, as required
- Effective communication skills

Mandatory Skills

- Advanced English skills (both written and verbal)
- Advanced knowledge of Windows OS (XP, Vista, 7)
- Strong analytical and troubleshooting skills
- Highly organized with attention to detail and strong time management skills
- Extremely strong customer service orientation

Educational Requirements:

- Currently studying towards a university degree at Bachelor's level or above

Working Schedule:

May – June: Monday – Friday 4:00 pm- 8:00pm, with flexibility according to student schedule

July –September: Monday- Friday: 11:00 am -8:00 pm (one hour lunch break), with flexibility according to student schedule