

Joboffer dated from 01/22/2025

## (Junior) Technician European Product & Event Support (m/f/d)

Field: others  
Type of employment: Full-time  
Entry date: immediately  
Zip Code / Place: Frankfurt am Main  
Country: Germany

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### Company data

Company: **Nintendo of Europe SE**  
Street address: Goldsteinstraße 235  
Zip Code / Place: 60528 Frankfurt am Main



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### Contact Person

Name: Katharina Znoj  
Position: Recruiter  
Street address: Goldsteinstraße 235  
Zip Code / Place: 60528 Frankfurt am Main

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### Job description

#### Level up!

Nintendo aims to deliver unique, intuitive entertainment experiences for everyone, manufacturing and marketing video game devices such as the Nintendo Switch™ family of systems, developing and operating applications for smart devices, and collaborating with partners on a range of other entertainment initiatives like visual content and theme parks.

At Nintendo, we bring together employees with a wide range of characteristics and work together towards a common goal – to put smiles on the faces of people all over the world.

#### Tasks

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- Preparing and distributing 1st/2nd party and 3rd party preproduction development hard- and software for Nintendo of Europe, its subsidiaries and distributors as well as external business partners
- Data transmission between Nintendo Japan, Nintendo of America, Nintendo of Europe and its subsidiaries as well as external business partners
- Providing technical support and troubleshooting assistance to customers both in-house and at events, by identifying, diagnosing and resolving issues efficiently
- Ensuring security and access control of ROM data and development hardware, while maintaining accurate tracking through monitoring and inventory management processes
- Database and account administration
- Event preparation and distribution of hard- and software while ensuring compliance with the established event security measures guidelines
- Europe-wide event traveling in support of Nintendo of Europe subsidiaries, distributors and publishers

## Requirements

- Excellent computer skills and profound network knowledge
- Degree in Computer Sciences or comparable qualification would be an advantage
- Very good written and spoken English language skills; Japanese or another European language skill would be a plus
- Demonstrated experience in communication and customer service skills
- Ability to work with the utmost care and independently, demonstrating strong problem solving and consistent decision-making skills
- Readiness for frequent travelling especially during event peak seasons and on weekends/bank holidays
- High level of team spirit, reliability, and a pro active commitment to working effectively under deadlines

Are you interested? We look forward to receiving your application, including your earliest possible starting date and salary expectation.

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