Video Game Technical Support Specialists

Spotlight

Your character has gone rogue. They won't respond to any of your commands. How are you supposed to reach the next level and unlock that new customization if you can't get your character back on track? Enter the technical support specialist, the person who's about to save your weekend plans.

Personal Connection

Video game technical support specialists are more than just tech support. They're expert gamers who have explored every nook and cranny of the game they provide support for, and they have a knack for helping out their fellow gamers when they're lost, stuck, or looking for advice.

- Are you a video game enthusiast?
- Do you love exploring and understanding all the features of a game?
- Do other gamers come to you when they need help?
- Are you good at explaining how to walk through problems or use features in a game?

Other Connections

Maybe tech support isn't your thing, and that's okay! Whether you want to work more closely with video games or you want to provide tech support for other industries, there are lots of opportunities available:

- Game testers push video games to the limit so developers can fix all the bugs before a game's release.
- Software engineers can work in the video game industry creating games, or they can apply their computer science knowledge to other areas of software development.
- Programmers, like software engineers, are useful in the video game industry. They write and develop code that is used to create the functionality of a game, website, or piece of software.
- Software quality assurance testers are similar to game testers, but they focus on pushing the limits of software to find bugs or problems that affect usability.
- Game interpreters or translators help convert existing video games into various languages so they can be made available all over the world. This involves changing the dialogue and certain prompts or commands to fit within a different language.

Fun Facts

The World's First: Did you know that Pong is considered the very first video game? Read more.

Simulated Life: The popular Sims game was thought up after the creator lost his home and wanted to make a "virtual dollhouse" to recreate his possessions. Read more.

Portable Gamers: Did you know that most adult gamers play on their smartphone? Read more.

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STEM Connection

Tech support specialists in the video game realm face new challenges thanks to the incorporation of new technologies. On the other hand, that same technology is also being used to make their job easier.

- Video communications make tech support more personal: Some of the most common forms of reaching tech support include phones, chat, and email. But what if video were added to the mix? Face-to-face tech support using video call software could be on its way. This is especially helpful for the video game industry, where video demonstrations are more helpful than verbal explanations. Read more.

- Data analysis is used to spot common issues and find out what solutions work: Wouldn't it be useful to know if the same bug is causing problems for a lot of players? Wouldn't it be even better to know which solution works best? Tech support specialists can learn all of this using data analysis. Read more.

- Tech support for virtual and augmented reality bring new challenges: Some of the newest emerging game platforms are virtual reality (VR) and augmented reality (AR). Tech support specialists need to be familiar with both to provide game support to customers, and to potentially use it themselves depending on how tech support is offered. Read more.

- Mobile gaming is taking over, so smartphone knowledge is a must: The most widely used gaming platform today is the mighty smartphone. Mobile gaming has created an all new area of specialization for those in tech support. Read more.

Articles, Videos, and Podcasts of Interest

Want to give tech support a try? Give this game a go, which puts you in a virtual technical support position that doesn't quite go how you planned.

In this article from Rasmussen College in Illinois, technical support specialists share what they wish they knew before starting their careers.

Have a couple years before you become a technical support specialist? Read more about careers in video game technical support.

Read this article to learn more about the common responsibilities and skills necessary to be a technical support specialist.

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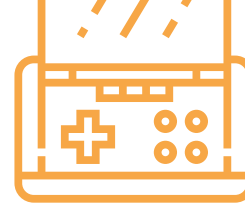
Journeys to Becoming a Video Game Technical Support Specialist

It should come as no surprise that working in tech support means you need to have technical knowledge. As video games have spread to so many platforms, you need to be able to operate everything from a PlayStation, to a Nintendo Switch, to VR goggles and, of course, computers.

Read about one Reddit user's experience as a technical support representative for Blizzard Entertainment:

> Reddit user "Negafox" started their career in the video game industry as a technical support representative for Blizzard Entertainment before working their way up in the company to become a software engineer. While still in college, Negafox spent a lot of time posting on help forums for their favorite games, which connected them with technical support representatives who already worked in the industry. This networking paid off when Negafox applied for technical support positions with Blizzard, and those connections were able to put in a good recommendation.
>
> Negafox says having experience with computers and troubleshooting helped them land a job and move up in the company. "Largely they wanted to see a background that showed you would know a lot about troubleshooting/fixing computers. They also factored skills for further positions as well hoping reps moved onto bigger and better things."
>
> Students can start working in high school to develop the skills a technical support specialist needs. One important skill is being able to talk to people in a way that forms a connection and shows them that you're ready and willing to help. You can build your customer service skills early through community service or entry level positins in the service industry. Also, taking high school computer science and math courses will give you the background knowledge you need to understand most software.
>
> While working as a technical support specialist can be a great way to get your foot in the industry, it helps to have a college degree if you want to do more. Depending on what you want to do, a degree in marketing, computer science, or engineering can help give you the skills and knowledge companies are looking for.
>
> Read more about working in the video game industry through this AMA with Negafox here.

In order to provide better and more efficient customer service, many technical support specialists are working alongside AI and customer service bots. Read about how Riot Games is building a tech support team that combines humans and bots to provide top quality support for players:

> Riot Games originally used email for customer and tech support, but as their most popular game amassed more and more players, they realized they needed something new. Enter Blitzcrank Bot, which uses machine learning to handle the most common account related issues that would otherwise take up human time. This allows them to respond to players almost immediately. While the bot handles the easy problems, human tech support specialists take care of the more complex requests. Where does Riot Games get their tech support specialists, you ask? Many are recruited from existing players who are already familiar with the ins and outs of the game and know exactly how to help other players.
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> Read more about how Riot Games optimizes customer service and tech support here.

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