

Localization Manager (Taipei)

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Company: PTW

Location: Taipei

Category: other-general

Who we are

PTW is a boutique games services company that provides custom solutions worldwide. We believe in accelerating innovation across the globe. We started more than 25 years ago and since then, have grown exponentially year-on-year to who we are today. Our history is in gaming, and we are still gamers at heart. In our time within the games industry, we have worked on over 1,500 titles across all genres and all platforms.

We have grown rapidly over the past few years and now have 16 sites spanning the globe. The PTW umbrella of companies includes SIDE, 1518, OR Esports, and Entalize. SIDE works at the cutting edge of interactive media as a provider of audio services for the global entertainment market. 1518 is known industry wide for world-class art and is also our in-house game and product development studio.

Basically, anywhere in the world, any platform, any genre, we can help come up with a custom solution to make games run better, get to market faster, and enhance the lives of more players.

In summary, we connect and bring fun to the world.

Welcome to PTW

Title: Localization Manager

Location: Taipei office

Contract: Full-Time, Permanent

Start ASAP

Purpose of Job

The LOC Manager will drive localization in the local site, putting in place robust operational and quality processes, and ensure tools and workflows are implemented consistently.

The manager will also work to maintain and improve quality of delivery, with a focus on improving success rates in translation trials and client satisfaction, as well as ensure the LOC team has the staff and skills needed to provide adequate coverage of all incoming work while still maintaining and further increasing the level of quality of our delivery.

Duties and Key Responsibilities

What you'll be doing

Manage local translation team to ensure all LOC projects meet specified deadlines and are of a high level of quality to ensure customer satisfaction while falling within budget.

Understand customer communication, needs assessment, and create quote and schedules with PMs for incoming LOC projects.

Monitor progress for ongoing translation projects. Review the quality of the work on projects with the team leaders and/or project managers on a regular basis to ensure that they meet the required standards.

Ensure local team is following established workflows and adhering to project guidelines in line with other PTW studios.

Identify and report potential business blockers or issues and ensure an overall smooth localization workflow.

Responsible for the smooth running of LOC department including administrative work, team building, and management.

Report overall project and team statuses on a monthly basis.

Requirements

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Knowledge, Experience and Skills

Bilingual in Traditional Chinese and Japanese. English is a plus.

Extensive experience in the translation industry

Customer facing/account management experience

Commercial understanding

Excellent knowledge of business software applications (e.g. Microsoft Office)

Expert knowledge of CAT tools (e.g. Trados, MemoQ, XTM, etc.)

Experience in the video games industry will be welcome

Clear and effective communication skills (verbal and written)

Capable of leading teams

Demonstrates proactivity

Ability to develop new ways to improve operations and to create opportunities

Good organisation and problem-solving skills

Keeps a “can do” attitude and positive thinki

Benefits

- Statutory Benefit
- Festival Red Packet
- Department Gathering

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