

We are absolutely thrilled you are interested to join us at Rohlik Group. By now we have spoken to you about your experience and personality in great detail. Next step is to find out how you tackle a task in reality.

**Head of IT operations**

### Situation

Rohlik has its own internal Tech department and runs on “in-house” applications. All core systems/components are built internally so also we have to support them. Sometimes a customer has an issue with the website so he contacts Customer support. Sometimes someone from our colleagues has an issue with the internal system. We have to be able to react to these situations.

Only back-end developers do 3rd level support. We have 25 of them.

We have 3 main technology streams with:

* e-shop development - 10 devs
* warehouse system development - 12 devs
* logistic system development - 3 devs

BE devs are not able to cover another stream (e.g. web developers can’t support warehouse system).

Rohlik operates in 5 countries (CZ, HU, DE, AT, RO). We have 1800+ people (employees) in the Rohlik Group who potentially can contact IT for support.

### Task

**Define/design the whole IT support process.**

* Design the process and organizational structure
* Describe dotted processes, activities, steps, parties/departments, people etc. Think about the future stages (Rohlik now operates in 5 countries, 10 fulfillment centers, what if it’s much more...)
* Define KPIs for “IT support process” to measure its performance

### Format

We are not strictly set on the form of the presentation. Whatever works for you and you are comfortable with, works for us. So if you just want to have an open forum discussion without any materials, we are in. If you want to present any documents to us, we will provide the tools for it or bring your own. Just let us know.