

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.

**L2 support leader**

### Situation

You have a team of 5 for 24/7 support, currently during office hours and one is soon called out of office hours for 6 different countries and the following issues.

* You have very little technical documentation to use
* Process documentations for end users lack detail
* Over 30% of total incoming issues are irrelevant for IT
* Lack of measurements of support activities, its very minimal and detailed process is not worked out
* team currently operates without team KPI
* Team know-how is not distributed adequately within team members(some of them know everything but not in detail, some of them know one area great but have yero knowledge of other areas..
* Only 1 team member can work on night shift
* Not clear escalation process

### Task

Based on your previous experiences, which issues would be the most critical in a fast moving environment such as Rohlik, please prioritize them in order from 1 to 10 if your goal was to increase productivity and keep interaction with L3 at minimum.

What would be your first approach to solve the issues you find most important ? Make an example scenario what approach would you take to identify the best solution for the problem

### 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.