**IT Analyst**

Reporting to IT Analyst Team Leader

Europe's leading online grocery delivery service. Using technology to deliver weekly shopping (17 000 SKUs) in less than three hours in 15 minute time slots, saving our customers time and giving them freedom and flexibility.

The world needs a better food system, one that is more sustainable, more inclusive and which brings healthier and more personalised food to all. Rohlik Group is leading this change. In every city we carefully select the best quality and freshest local produce to save our customers time; from butchers to bakery, and fresh produce directly from farmers via our unique Farm-to-Door program. We carry all the favourite brands, plus a range of affordable own-label products, so our customers don’t miss out on what they love.

**Department Overview**

Rohlik is a technology company. That's why IT is the biggest team in HQ and it is the true heart of our agile landscape. We are the catalyst of business - the business will grow as fast as we deliver functions. We are connecting business and technology via our agile landscape. We are organized in tribes and squads (Spotify agile model). Each squad evolves and maintains some business area. IT (or better to say the whole agile landscape) is an international team which has to work and support every branch in the Rohlík family with an equal service level. We operate from Prague, but we serve each country with the same approach and power. Therefore, travelling and visiting the countries is needed from time to time.

The whole IT team has 90 members now. The Plan is to grow to 130 till May 2022. We are a multinational team.

**Role Overview**

The primary goal of the IT analyst position is to specify and clarify individual business requirements, try to formulate general requirements for specifications in detail and clarify potential uncertainties. The purpose of the Analyst is to find, after a detailed analysis of a given requirement, an effective and smart solution for every department, which can be implemented by developers into our system with minimal effort. Knowledge of all currently running and related processes is very important and ensures the ability to prevent possible system collisions after implementation of given adjustment. The part of the role is to write a short (if possible) and clear specification, which must first be approved by the stakeholder and the related department, then implemented by the developers and finally used by the Testing Department to create test scenarios. Last but not least, the scope of work includes a follow-up consultation after the implementation with each department, including supporting them with advice and information on the functionality of the system. The biggest benefit for the company is the processing of the request in an understandable form for all departments, which saves time and minimizes the risk of future failure, which could cause the company to lose money.



**What we expect from you**

● A complex knowledge of the system

○ Knowledge of business processes in the company

○ Detailed knowledge of each part of the system and interactions in the system ○ Up-to-date overview of technologies used on various platforms

○ Effective application of knowledge to suggested modifications

○ Localization of problematic parts of the system

● Communication

○ Consulting the business request

○ Finding the necessary information across all departments in the organisational structure

○ Consultation of suggested solutions with developers

○ Consultation with the Testing team regarding the implemented solution

○ Providing information and advice on system functionality

● Analytical competencies

○ Prioritization of work

○ Systematic analysis of a given request

○ Identification of critical scenarios and their solutions

○ Design of effective and smart solutions into current and new processes

○ Writing short and accurate business specifications

● Documentation

○ Documentation of implemented solutions

○ Documentation of the operation of various parts of the system

● Daily bread

○ information update

○ prioritization of given tasks

○ gathering information

○ consultation

○ summary and formulation of solution

**What are we looking for**

● Strategic / critical / logical / “out of the box” thinking

● Sense of detail and wide context thinking at the same time

● Ability to react fast and prompt on unexpected situation (flexibility)

● Swift and precise decision making / problem or conflict solving

● Ability to listen to others (meetings, consultancy etc.)



● Ability to negotiate

● Technical knowledge / work with data (SQL, UML, process models etc.)

● General knowledge of operation of company / knowledge of various terminology (logistics, finance, marketing, IT etc.)

● Experience with finance processes is an advantage

**KPI’s typical for the position**

● Documentation of the implemented solution on Tettra

● Project/Squad OKR’s

**●** TL evaluation reaching given goals: ownership quality, flawless attendance and others ● On 1st day in a month EOD is 100% of work reported in JIRA system

**What we offer**

● Your work will have a direct impact on the company's results

● We will implement your good ideas almost immediately – not waiting for the approval of the headquarters somewhere in the world

● You will not be bound by corporate processes

● Your work has to be innovative and meaningful, we do not want to follow trends, but set them

● Last but not least, we mainly offer a fair reward and the possibility of professional growth and education, also a great bunch of people around and legendary company events

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