**Head of IT Operations**

Reporting to CTO

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 technological 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 equal service level. We operate from Prague, but we serve each country with the same approach and power. So travelling and visiting the countries is needed from time to time.

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

**Role Overview**

The Head of IT Operations is responsible for operative areas in the IT department. These areas serve the Rohlik Group to run efficiently, smoothly and with modern technologies to fulfill the concept of Western European company.

Teams belonging to IT Operations help with “keep the fire” but also we need to evolve them continuously. And that is also the mail goal for the Head of IT Operations. We need someone with vision and great organizational skills in one person at once.

This role reports to the CTO directly and takes care of half of the whole IT department approximately. Key teams in IT Operations are:

* Devops
* L2 support
* Hardware team
* Security

**What we expect from you**

* Cover fundamental IT matters in IT operations part such as:
  + contributing on creating IT vision and strategy
  + building and taking care of the team
  + creating the structure eligible with company needs
  + implement innovations
  + hiring
* Systematic development of IT operations parts/teams (Devops, L2 support, Hardware team, Security) - everything across all countries in the group
* Independent delivery (receive idea and change it into delivery; end-2-end form)
* Not being afraid to make decisions
* Following priorities pre-set by CTO
* In case of an issue with deadline escalation to CTO
* Informing CTO about your progress and status of assigned tasks

**What we look for**

* Experience in IT at least 10 years
* Experienced manager
* Communication skills
* Time management
* Ability to effectively prioritize
* Analytical thinking
* Thoroughness
* Stress tolerance

**KPI’s typical for the position**

* Infrastructure uptime
* FCs connectivity uptime
* L2 support SLAs
* Successful passing the security audits.
* Projects delivery

**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 corporate events

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