**L2 Support Leader**

Reporting to Head of IT Operations

Rohlik Group is one of the biggest online grocers in the EU, with EUR 300 mil. in revenue. We deliver a full assortment (15 000 SKUs+) in 3 hours and a 15-minute delivery window. We are freshly funded with EUR 190 mil., profitable, dynamic and growing rapidly. Prague is our home city (rohlik.cz), but we have already expanded to Budapest (kifli.hu), Vienna (gurkerl.at) and Munich (knuspr.de). CEE and Western Europe is our next target market.

**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 organised in tribes and squads (Spotify agile model). Each squad evolves and maintains some business areas. IT (or better to say the whole agile landscape) is an international team that 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 countries is needed from time to time. The whole IT team has 130 members now. The Plan is to grow to 150 by the end of May 2022. We are a multinational team

**Role Overview**

The role is responsible for the day-to-day maintenance of the application systems in operation, including tasks related to identifying and troubleshooting application issues and issues resolution or escalation. Responsibilities also include root cause analysis, management communication and client relationship management in partnership with other support teams. Ensures all production changes are made in accordance with life-cycle methodology and risk guidelines. Responsible for coaching and mentoring less experienced team members and or acting as a subject matter expert. In depth Functional knowledge of the application(s) supported and inter dependencies. These areas serve the Rohlik Group to run efficiently, smoothly and with modern technologies to fulfil the concept of Western European company.

**What we expect from you**

Collaborate on fundamental IT matters in IT operations part such as:

* Contribution on IT operation vision and strategy
* Building and taking care of the team
* Creating the structure eligible with company needs
* Identify and implement innovations and improvements
* Collaborate with country teams as well as L3 teams to improve system availability.
* Independent delivery (receive idea and change it into delivery; end-2-end form)
* Not being afraid to make decisions
* Following team and company priorities set by Head of IT Operations for the team
* In case of an issue with deadline escalation to Head of IT Operations
* Design and follow reporting about system status as well as on progress on assigned tasks

**What are we looking for**

* Experience in IT at least 5 years, 3 years on similar role
* Experienced manager
* Great communication skills
* Time management
* Ability to effectively prioritise
* Strong process orientation
* Thoroughness
* Stress tolerance

**KPI’s typical for the position**

* Overall availability of systems
* Overall time to response and time to resolution
* Regular participation on projects
* Soft evaluation by the Head

**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

**Our Values**

* Customer is in the centre of our universe. Everything we do, we do for them
* Better done than perfect. We build, improve & mainly deliver
* We are brave. We are not scared of making decisions
* We keep learning. Information is power. Change is life and opportunity
* Market standard is not good enough. We aim to win, be the best and ahead of the market. We keep innovating
* We are open and honest to ourselves and to our colleagues. We are able to accept feedback
* We fight in tough environments. The most important is to have fun and keep helicopter view
* We are making the retail environment better