**Senior IT OPS support**

Reporting to Operations Director

Founded in 2014 in the Czech Republic, Rohlik is the European leader of e-grocery in Central Europe. Already active in the Czech Republic ([Rohlik.cz](http://rohlik.cz/)), Hungary ([Kifli.hu](http://kifli.hu/)) and Austria ([Gurkerl.at](http://gurkerl.at/)), Germany ([Knuspr.de](http://knuspr.de/)) and now also in Romania (Sezamo.ro). By owning its end-to-end operations, including all technology in-house, Rohlik provides a superior customer experience and the freshest food from local farmers and artisans, as well as a broad supermarket selection.

**Role Overview**  
The Senior IT OPS support responsibilities include monitoring network infrastructure and resolving system issues. He/she needs to have experience with IT performance management, software supervision, network administration and system security.

**What we expect from you**

* Maintain and optimise fulfilment centre networks and servers
* Supervise the good functionality of all softwares used
* Responsible for device and password management
* Supervise data backup and system security operations (e.g. user authorization, firewalls)
* Manage installations, upgrades and configurations of hardware and software
* Assess system performance and recommend improvements
* Resolve issues escalated by technicians and engineers
* Ensure data is handled, transferred or processed according to legal and company guidelines
* Control costs and budgets regarding IT systems
* Manage contracts with vendors (e.g. development platforms, telecommunication companies, password managers) and software licences
* Develop IT policies and practises

**What we look for**

* Proven experience as IT Manager
* Experience with system installation, configuration and analysis
* Thorough knowledge of networks and cloud computing
* Knowledge of data protection operations and legislation (e.g. GDPR)
* Leadership and organisational skills
* Outstanding communication skills
* Problem-solving aptitude
* Bachelor In Computer Science, IT or relevant field
* Good cross functional communication & interpersonal skills with the ability to work both independently and as part of a team
* Strong organisational skills and attention to detail - ability to manage multiple projects/assignments simultaneously
* Time management skills with the ability to prioritise and schedule tasks for the most efficient use of time
* Be highly motivated

**KPI’s typical for the position**

* TBC

**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 a legendary company events

**Our Key Ingredients**

**Amaze the customer**

We are obsessed with customers and their wants and needs. The customer has always been at the centre of our universe.

**Move quickly**

Better done than perfect is our motto, speed beats perfection almost every time. We have a big mission ahead of us and we need to move fast to succeed.

**Always challenge the status quo**

We love improving. We aim to be the best - 10x better and always way ahead of the market.

**Think big and think like an owner**

We are doing something that has never been done before in the grocery business, and we’re not afraid to be the first company to try new things out.

**Deliver results and have impact**

We focus on results, not on being busy. We always prioritise things that matter most to our customers and our business.

**Be curious and dive deep**

Curiosity makes your mind active instead of passive. Curious people always ask questions and search for answers.

**Keep learning**

We keep learning. Information is power. Change is life and opportunity. We experiment and iterate relentlessly.

**Be radically open and transparent**

We are open and honest to ourselves, to our teammates and to our customers. We are able to accept feedback, even when it’s not pleasant.

**Have fun**

Changing someone’s life for the better is a noble and optimistic mission. It is very important that you have fun doing it.

**Create a great place to work**

Working with people with diverse opinions and backgrounds brings challenging debates and smart solutions. Using more brains leads to faster decision-making