**IT L2 Support Specialist**

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**

IT is the biggest team in HQ and it is the true heart of our agile landscape. We are the catalyst of Rohlik business. The business grows as fast as we deliver. Our main goals are: to deliver new functionalities, support daily business operations, bring technologies to Rohlik Group companies. We operate from Prague, but it is only a physical location, in abstract view, we are in every country with the same power.

**Role Overview**

The L2 support specialist helps to make IT support faster, smoother and less time consuming for developers. In the other words it is about helping both sides: Developers and the rest of the company in case of support issues. The main goal is to communicate with the reporter and ensure that issue will be solved.

**What we expect from you**

● Be a step between developers and the rest of the company.

● Receiving, communicating and administering the IT support process, in more detail: ○ Receiving - take the support issue from support channel or from the phone call ○ Communicating

notify that you received the support issue

gather every possible details about issues

till solving keep the reporter posted

inform that issues has been solved

○ Administering

create a JIRA ticket if needed

keep JIRA in “all issues are solved” state

do monthly support reports



● Maintaining tickets at helpdesk system

● Doing second level support which means:

○ Availability on phone in case of support

○ In case of a regular issue:

Confirmation of acceptance to a task submitter

Solve the problem if possible or discuss with a developer

○ In case of new type of issue:

discuss a potential solution with developer / Chapter lead / CTO

document taken steps for future support

○ In case of a critical issue:

Information to Head of Development / CTO

Information to the task submitter or related systems about actual/potential system failure

**What we look for**

● Excellent communication skills and ability to express your opinion

● Creativity and willingness to independently solve problems

● Sense of detail and wide context thinking at the same time, the ideal candidate should be curious about “how the systems work”

● Happy to work in a team and in an agile environment

● Ability to prioritise and execute tasks based on their impact for end users

**KPI’s typical for the position**

● Number of issues are (not) solved

● Number of issues escalated to developers

**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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