

# Head of QA & Support – Startup with ESOP

Are you an experienced QA and Support leader passionate about automation, customer satisfaction, and technical excellence? Do you enjoy shaping service operations and ensuring product quality in a fast-paced, innovative environment? Would you like to be a key player in the future of AI-powered hospitality technology?

## About Us

FLAE Robotics is pioneering humanoid technologies. We're building the world's first AI-powered hotel receptionist and transforming the hospitality industry.

1. **Startup, not corporate.** Join our founding team, shape the company's future, and grow with us through our ESOP program.
2. **Hands-on leadership.** You'll set the direction, coach the team, and also get your hands dirty—especially in the beginning.
3. **Hybrid, not 100% remote.** We believe that in-person collaboration in our Prague office is crucial, at least once a week.

## Summary

The Head of QA & Support is responsible for leading the quality assurance strategy and managing the Service Desk. This role ensures our software is reliable and customer-facing operations run smoothly. You will build automation, implement industry best practices (ITIL, ISO 20000), and drive continuous improvement across QA and support.

## Responsibilities

- Design, implement, and evolve both manual and automated testing strategies.
- Lead the QA team and ensure high-quality releases across our product suite.
- Set up and manage Service Desk processes aligned with ITIL/ISO 20000, including incident, change, and problem management.
- Collaborate closely with developers, DevOps, and product teams to maintain system stability.
- Monitor and improve service quality using SLA/OLA metrics and customer feedback.
- Integrate monitoring, alerting, and feedback loops into development.
- Own reporting and continuous improvement of QA and support operations.

## Qualifications

- Proven experience designing and leading automated testing strategies (e.g., Cypress, Playwright, PyTest, Selenium).

- Strong understanding of Service Desk operations and IT service lifecycle (ITIL, ISO 20000).
- Analytical mindset with ability to interpret incident data and prioritize improvements.
- Fluent in both Czech and English (spoken and written) for working with customers and international teams.
- Team leadership experience and a track record of effective cross-functional collaboration.
- Advanced Linux skills and command-line proficiency; familiar with Git-based workflows.

#### **Nice to Have**

- Experience with tools like Jira Service Management, Zendesk, or Freshdesk.
- ITIL Foundation or higher certification.
- Exposure to DevOps environments or cloud platforms (Azure, AWS, GCP).
- Background in B2B SaaS or tech startups.

#### **What We Offer**

- Competitive compensation with ESOP opportunities.
- Flexible hours and partial remote work.
- Innovation-driven environment focused on automation, data, and ownership.
- Access to cutting-edge tools and technologies.

If you're ready to shape the intersection of modern technology and exceptional customer care, we'd love to hear from you!

Contact: [katerina.peskova@flaerobotics.ai](mailto:katerina.peskova@flaerobotics.ai)