

# GET READY FOR EVERYTHING.

**SUPERDRY**  
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## SYSTEMS ANALYST - CHELTENHAM

### WHO WE ARE

Superdry have been making world class product for 15 years, and we're proud of it. Our mission is to inspire and engage the contemporary style obsessed consumer, whilst leaving a positive environmental legacy.

Together, we have built a brand that has cut through the global apparel market at record speed, taking market share from brands that have existed for decades. But we have a big opportunity ahead of us as we launch 4 new collections.

We are now on an exciting journey to reset our brand and return to our design-led roots and we are looking for talented people to join us on our journey.

### THE ROLE

Our Technology department support the global business by providing the right systems and technology infrastructure to enable our people to do their jobs. We're looking for a Systems Analyst to work closely with and support the business users ensuring systems and processes are optimized and aligned to strategic objectives. You will support the Wholesale systems team with understanding and delivering change requirements and solutions.

### YOU WILL

- Investigate and resolve system issues in a timely manner
- Work with Business Analysts, Business Stakeholders, and suppliers to fully understand change and support requirements
- Complete change request documentation ensuring they are suitably detailed and instructive for Solution Design and development.
- Work with the Technology teams to analyse requirements and propose solutions
- Ensure a full understanding of system changes and developments, working with the team, to create test scenarios / scripts and execute testing for changes and new developments
- Develop a good understanding of all relevant business processes and how technology supports
- Participate in and support project in the delivery of business and system change
- Analyse and report on system performance in conjunction with the Technology teams and third parties
- Monitor interfaces and keys system processes and event logs ensuring any issues are recorded and resolved in a timely manner
- Provide ongoing support and training to business and test teams
- Assist with operational data analysis and reporting
- Support the identification, triage and resolution of any system issues and defects

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- Undertake system administration as required and ensure system availability and support meets agreed service level agreements

## YOU ARE

- Experienced in system administration and support
- Experienced writing requirements documentation and proposals
- Methodical, organised and have a hands-on-approach
- An excellent communicator, with the ability to interact professionally with a diverse group, executives, managers and subject matter experts
- Able to work under pressure and to tight deadlines, but calmly
- Able to see the 'big-picture' and consequences
- Self-motivated and able to work using your own initiative
- Able to multi-task
- Highly accurate and have excellent attention to detail

## WORKING FOR SUPERDRY HAS NEVER BEEN SO REWARDING...

- 25 days annual leave, plus bank holidays, and an additional day off to celebrate your Birthday. We also offer a holiday buying scheme.
- Family is massively important to us, so we have a broad range of family-friendly working policies in place, including enhanced maternity, paternity, and adoption leave
- Company Pension scheme
- All employees are covered by our Life Assurance policy whilst working at Superdry. We feel it's important to offer protection for your family and loved ones in such a situation and to support this we offer life assurance cover which pays a lump sum equivalent either twice or four times your annual salary
- A big staff discount – naturally. Because we know that you love to wear Superdry, you'll benefit from a 50% discount in store and online and our Head Office is home to our very own store for staff only where you can treat yourself to heavily discounted sample stock
- A health cash plan is open to all employees.
- Private Medical cover - a taxable benefit, which managers are eligible to opt in to
- Flexible working - to help you achieve that all-important work-life balance
- We want you to share in our success and so we have a choice of Share Save schemes you can opt into
- A global employee assistance plan in place that you can access anytime you want - it's free and confidential
- You'll also have access to a Cycle To Work Scheme and an excellent Car contract hire/purchase scheme along with a massive range of local discounts with businesses across Gloucestershire

At Superdry, everyone has a voice and we want to hear it. We create environments where individuality can flourish and is celebrated as part of who we are as a brand. We're incredibly proud that over 90% of our people feel strongly that they can be themselves at work.

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We want to meet people with varied backgrounds because we understand that diversity of thought encourages new ideas to thrive, fuelling creativity and enabling us to do better work. We want to build a team which represents a variety of backgrounds, styles, perspectives, and skills; we hire people based on their merit and potential.

We also welcome conversations about flexible working for all roles at Superdry and will always accommodate it where possible.

Please also have a look at our [career website](#). Here you can find information about the Growing Futures Programme, a scheme that supports applicants from ethnic minority backgrounds to apply for roles at our HO in Cheltenham.