



Job Description

極度乾燥(しなさい)
Superdry® Careers

Technical Specialist (Systems/Servers) – Cheltenham

Superdry is a genuine British success story that has grown to an annual turnover of £872m, with our brand already worth £1.6bn in total global consumer sales. We are a multichannel operator with well-developed and highly successful retail, ecommerce, wholesale and franchise businesses and customers in virtually every country in the world. We are well on our way to achieving our goal of becoming a global digital brand

The Role

The purpose of the role is to support and maintain all things related systems and servers used at Superdry. This ranges from Active Directory, security patching, phone systems and anything in between. If it is an IT system, server or service it falls within the remit of this role. You will be based at the Superdry Head Quarters in Cheltenham, but travel to offices/stores (globally) may be required from time to time. Alongside this the team and this role provide an essential 24/7/365 on call service, for any major service affecting issues.

You will

- Provide a robust 3rd line incident management/support response service
- Maintain a robust, reliable and secure fully functional global systems environment
- Work with both 1st and 2nd line teams for general incident management tasks
- Maximize system availability via proactive monitoring and performance trending
- Ensure servers and systems are built/configured and installed aligned to best practice security measures
- Provide technical guidance/support and assistance to colleagues both within and outside of the team
- Act as a Technical Lead for new implementation or system upgrade projects
- Provide input into the technical roadmap for Superdry
- Be sure to provide detailed documentation for all new changes and implementations
- Be able to fully embrace and promote change, adopting working styles as required
- Be confident to bring new ideas or areas of innovation in to team meetings
- Promote a positive friendly collaborative working environment
- Perform other duties as may be required

You are

- From a 3rd line network server administrator background with at least 2 years demonstrable experience
- Customer focused, ensuring technical delivery enhances not hinders the customer experience
- Keen to learn and promote new technologies/solutions to drive IT innovation
- Willing to learn new skills outside of your comfort zone, and passionate about doing a great job

Working for Superdry has never been so rewarding...

- Everyone receives a generous salary, pension contributions, life assurance
- 25 days holiday plus an extra day to celebrate your birthday
- Unrivalled range of Learning & Development programmes
- Eligibility to join our Share Save initiatives
- Amazing staff discount, 50% online and in store, plus an on-site staff shop and subsidised cafe
- A range of team and company-wide social events



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- Discounted gym membership, cycle to work scheme, wellbeing services and much, much more