



Job Description

極度乾燥(しなさい)
Superdry® Careers

IT Support Technician (2nd Line) - 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

This is an excellent opportunity for a previously experienced IT professional to join an established team supporting the company's IT usage across Superdry. You will be responsible for providing 2nd line desktop support to field and office based users across multiple sites, utilizing the Helpdesk support software and ensuring all issues are correctly logged in order to manage workloads appropriately and work to agreed SLAs.

You will

- Provide technical support to telephone and email requests from users for all hardware, software and associated peripherals
- Ensure the company's Support Desk software is utilized correctly, resolve, redirect or escalate support requests to the appropriate member of the wider support team
- Proactively provide information to users on the progress of outstanding support calls
- Install, configure and update operating systems and various software packages
- Procure approved hardware from an agreed list of suppliers
- Establish and maintain effective working relationships with customers and suppliers
- Assist in the compilation of technical documentation, guidelines and procedures

You are

- Knowledgeable in Windows 10 and Office 365 and the licensing platforms that support them
- Experienced in using Active Directory, WSUS, WDS and Remote Management tools
- Preferably experienced in managing Group policies, understanding basic scripts, through CMD and PowerShell
- Preferably, someone with an understanding of iOS & macOS, Office 365 for Mac, Adobe CS Products
- Familiar with MDM
- Someone with basic networking experience
- A strong communicator with excellent interpersonal skills
- Able to work under your own initiative when investigating and analyzing information, to troubleshoot issues and create a plan to resolve.



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- Able to learn and support new business systems, software and processes
- Flexible in your approach – this role may require evening and weekend travel to support our international office base.

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

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 when they are at work. We obviously feel their voices speak volumes.

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.