



SYSTEMS ANALYST - CHELTENHAM

WHO WE ARE

Superdry have been making world-class product for over 20 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 with our CEO, 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.

Our brand direction has never been stronger, evolving American Prep to resonate with a new generation of customers.

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

THE ROLE:

As a Systems Analyst, you will support the Senior Systems Analyst in helping to bridge the gap between business requirements and technical solutions. You will work alongside senior team members and business stakeholders to assist with requirements analysis, documentation, and the day-to-day support of critical business applications.

This role is well suited to someone developing their analytical and technical skills, with opportunities to learn how systems are designed, supported, and improved within a collaborative environment. You will contribute to ensuring the reliable performance of applications by assisting with issue investigation, testing, and solution implementation under guidance from senior colleagues.

As part of our operational support model, you may also be required to participate in an on-call rota, providing technical support and assisting with issue resolution outside of standard working hours when required, with appropriate support and escalation paths in place.



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YOU WILL:

- Bring 1–3 years' experience in a systems, application support, business analysis, or IT support role, or equivalent graduate-level experience.
- Support the Senior Systems Analyst in gathering, documenting, and validating business and system requirements.
- Assist with the support and day-to-day operation of business-critical applications in a live environment.
- Participate in issue investigation, troubleshooting, and incident resolution, following defined escalation paths.
- Work within established IT service management processes, including ticketing, change, and release management.
- Collaborate effectively with technical teams and business stakeholders to understand system behaviour and user needs.
- Contribute to testing activities, including UAT support, test case execution, and defect logging.
- Develop an understanding of system integrations, data flows, and interfaces such as APIs.
- Support on-call or out-of-hours activities when required, with appropriate guidance and escalation in place.
- Continue to build technical and analytical capability through on-the-job learning and formal development opportunities

YOU ARE:

- Comfortable working under the guidance of senior colleagues while taking ownership of assigned tasks.
- Analytical and methodical, with a logical approach to problem-solving and issue investigation.
- Able to communicate clearly and professionally with both technical and non-technical stakeholders.
- Detail-oriented, with the ability to produce clear, accurate documentation.
- Curious and motivated to understand how systems, data, and business processes work together.
- Organised and capable of managing multiple tasks while meeting agreed priorities and deadlines.
- Proactive in identifying issues, learning opportunities, and areas for improvement.
- Adaptable and able to work effectively in a fast-paced or changing environment.





Superdry & Co

AUTHENTIC PREMIUM OUTFITTERS

- Willing to follow established processes while developing confidence to suggest improvements.
- Comfortable working with live systems where reliability and service quality are critical.
- A collaborative team player who values knowledge-sharing and continuous learning
- Any working knowledge of Styleman, Centric PLM, FreeDos, Mercatus etc, key is willing to learn these systems and support



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