



SERVICE DESK TECHNICIAN - 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:

This is a pivotal role within the Superdry Service Desk, responsible for providing a high-quality technical support service to Superdry's global workforce. Working alongside the Service Desk Engineer and supporting the Associate Service Desk Technician, the postholder handles a broad range of incidents and service requests, takes ownership of escalated issues, and contributes to the smooth running of the Service Desk operation.

YOU WILL:

- Provide a high-quality technical support service, handling incidents and service requests escalated from the Associate Service Desk Technician and resolving them efficiently.
- Take ownership of incidents across Windows, macOS, M365, and network environments, escalating to the Service Desk Engineer or 3rd line Technical Specialists where appropriate.
- Ensure all tickets are correctly logged, prioritised, updated, and resolved within agreed SLAs using the Service Desk platform.
- Proactively keep users informed of progress on outstanding support calls, maintaining a high standard of communication throughout.
- Work with colleagues to identify repeat issues and underlying problems, contributing to proactive resolution.



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YOU ARE:

- A capable support technician with experience handling a broad range of incidents across Windows, macOS, and M365 environments.
- Comfortable taking ownership of escalated issues and working them through to resolution.
- Organised, with good time management and the ability to prioritise effectively in a busy environment.
- Patient and empathetic to users of all skill levels — you never make anyone feel silly for asking for help.
- Competent in basic network troubleshooting, with an appetite to develop this skill further.
- A strong communicator, both written and verbal, with a genuine commitment to customer service.
- Keen to develop your technical skills and progress within the IT Operations team.
- A collaborative team player who is happy to support colleagues and pitch in across different areas as needed.

