



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 take a lead role in bridging the gap between business requirements and technical solutions, working with a greater degree of autonomy across more complex initiatives. You will work closely with business stakeholders and technical teams to shape requirements, guide junior colleagues, and take ownership of the day-to-day support of critical business applications.

This role is well suited to an experienced analyst who is confident designing, supporting, and improving systems with minimal supervision. You will play a key role in ensuring the reliable performance of applications by leading issue investigation, testing, and solution implementation, and by providing guidance and mentoring to more junior members of the team.

As part of our operational support model, you will also be required to participate in an on-call rota, providing technical support and taking a lead role in resolving more complex issues outside of standard working hours, escalating where appropriate.





YOU WILL:

- Bring 3–5 years' experience in a systems, application support, business analysis, or IT support role, or equivalent demonstrable experience.
- Lead the gathering, documentation, and validation of business and system requirements, working directly with stakeholders.
- Take ownership of the support and day-to-day operation of business-critical applications in a live environment.
- Lead issue investigation, troubleshooting, and incident resolution, escalating only the most complex issues.
- Drive adherence to established IT service management processes, including ticketing, change, and release management, suggesting improvements where appropriate.
- Collaborate confidently with technical teams and senior business stakeholders to shape system behaviour and address user needs.
- Take ownership of testing activities, including planning UAT, coordinating test case execution, and managing defect resolution.
- Apply a strong understanding of system integrations, data flows, and interfaces such as APIs to support solution design.
- Act as a key point of contact for on-call and out-of-hours activities, leading on incident resolution.
- Mentor and support the development of more junior Systems Analysts, sharing knowledge and best practice
- Continue to build technical and analytical capability and contribute to the development of best practice within the team.
- Strong working knowledge of MS SQL, including writing and interpreting queries to investigate issues and support data analysis.
- Experienced maintaining clear, well-structured documentation in Confluence or a similar knowledge-management tool.
- Confident using Jira or a similar tool for ticketing, backlog management, and tracking issue resolution.
- Practical understanding of APIs and system integrations, and how data flows between business applications.
- Comfortable working with ITSM platforms (e.g. ServiceDesk) for incident, change, and release management.
- Proficient with the Microsoft Office suite, particularly Excel, for data analysis and reporting.
- Experience in using Styleman/OSL systems, Aptos AOM





YOU ARE:

- Confident working independently and taking ownership of complex tasks with minimal supervision.
- 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, including at a senior level.
- Detail-oriented, with the ability to produce clear, accurate documentation and guide others in doing the same.
- Curious and motivated to deepen your understanding of how systems, data, and business processes work together.
- Organised and capable of managing multiple, sometimes competing, priorities and deadlines.
- Proactive in identifying issues and opportunities for improvement, and confident driving them forward.
- Adaptable and able to work effectively in a fast-paced or changing environment.
- Confident applying established processes while identifying and championing improvements.
- Experienced working with live systems where reliability and service quality are critical.

A collaborative team player who values knowledge-sharing, mentoring, and continuous learning

