

GET READY FOR EVERYTHING.

SUPERDRY
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RETAIL SYSTEMS ADMINISTRATOR 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

In order for our stores to operate effectively it's vital that equipment within the stores is fully operational at all times. This is where retail IT support are crucial, - making sure that all parties have dependable escalation points and up to date solutions to enable them to provide a first-time fix.

You will be part of our IT team, supporting retail technologies in our store estate. You will also be an escalation point between our partners (who manage these technologies) and our store colleagues. You will identify trends and opportunities in the processes we follow and remove any potential pain points.

A solid service desk background working with 3rd party partners is essential. Retail experience would be hugely beneficial, as well as prior experience in 1st or 2nd line support. The role may include on-call support evenings and weekends on a rota basis.

We're looking for problem solving skills, a creative mind and a real people person!

YOU WILL

- Provide technical support and configuration for all hardware & software in the retail estate.
- Manage incidents, resolve, redirect or escalate to the appropriate area of the business or 3rd party
- Order stock and procurement via our 3rd parties.

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- Assist in the compilation and maintenance of technical documentation, guidelines, and procedures.
- Ensure that our Retail IT systems are continuously improving by analysing incidents and collaborating with the projects/application teams to develop long-term solutions and improvements.
- Ensure our partners deliver on time and escalate where contractual obligations are not achieved.
- Maintain high communication standards, providing information to retail users and 3rd parties.

YOU ARE

- Knowledgeable in Windows operating systems and Office 365, and the licensing platforms that support them.
- Experienced in using Active Directory.
- Experienced in using Remote Management tools
- Knowledgeable in networking/infrastructure environments
- A strong communicator with excellent interpersonal skills
- Able to work under your initiative when investigating and analysing information, troubleshooting issues and creating a resolution plan.
- Comfortable taking ownership of tickets/incidents raised and take pride in providing a speedy but quality support service.
- Able to learn and support new business systems, software and processes.
- Flexible in your approach – on-call rota, plus occasional travel to some retail stores in the UK and globally, and the potential of visiting 3rd parties based in Europe.
- Able to translate real-world problems into creative technical solutions and documentation that delivers actual results to our store colleagues.
- Strong problem solver with attention to detail.
- Inquisitive, with the ability to ask insightful questions and establish requirements from stakeholders and partners.
- Able to form strong working relationships with a diverse range of colleagues and suppliers.
- experienced in the retail industry, and the supported technologies POS, PEDS, RFID, HHT's

WORKING FOR SUPERDRY HAS NEVER BEEN SO REWARDING...

- 25 days annual leave, plus bank holidays and an additional day off to celebrate your Birthday
- Family is massively important to us, so we have a broad range of family-friendly working policies in place, including enhanced maternity, paternity and adoption leave
- Company Pension scheme
- All employees are covered by our Life Assurance policy whilst working at Superdry. Whilst none of us like to think too much about what would happen if we were to die, we feel it's important to offer protection for your family and loved ones in such a situation and to support this we offer life assurance cover which pays a lump sum equivalent either twice or four times your annual salary
- A big staff discount – naturally. Because we know that you love to wear Superdry, you'll benefit from a 50% discount in store and online and our Head Office is home to our very own store for staff only where you can treat yourself to heavily discounted sample stock
- A health cash plan is open to all employees.

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- Private Medical cover - a taxable benefit, which managers are eligible to opt in to
- Flexible working - to help you achieve that all-important work-life balance
- We want you to share in our success and so we have a choice of Share Save schemes you can opt into
- A global employee assistance plan in place that you can access anytime you want - it's free and confidential
- You'll also have access to a Cycle To Work Scheme and an excellent Car contract hire/purchase scheme along with a massive range of local discounts with businesses across Gloucestershire

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.