



Job Description

極度乾燥(しなさい)
Superdry®Careers

IT Operations Manager – Cheltenham

Superdry is a genuine British success story that has grown to an annual turnover of £872m, with our brand already worth £1.6bn in total global consumer sales. We are a multichannel operator with well-developed and highly successful retail, ecommerce, wholesale and franchise businesses and customers in virtually every country in the world. We are well on our way to achieving our goal of becoming a global digital brand.

The Role

As IT Operations Manager, you will assume full responsibility for ensuring the delivery of all aspects of the IT support service, both to our colleagues in offices and in our stores, globally. In addition to the support teams, you will also manage the Technical Services team, who provide 3rd line support, and own and manage the servers and systems infrastructure environments.

You will

- Own and ensure a first-class support service is provided to all Superdry staff (our customers) globally
- Strive to continually improve the service provided, whilst constantly ensuring value for money
- Promote and champion new ways (best practice) of working that yield overall service benefits
- Act as a key escalation point for all service related incidents, and own through to resolution
- Maintain a robust, reliable and secure infrastructure environment minimizing service downtime
- Own the technical roadmap and ensure delivery against it
- Ensure that technical project delivery is managed and delivers against time/budget and quality standards
- Manage relevant 3rd party supplier/relationships ensuring delivery against contracts/service levels
- Motivate and drive individual/team performance
- Own and champion technical innovation that will benefit the team/department or Superdry

You are

- An experienced IT Operational Manager, having worked for a number of years in similar roles
- From a 'technical' background, so have a good/strong general technical experience
- Experienced in team management and overarching individual/team development
- Experienced in working in collaboration with key suppliers maintaining a positive relationship
- Able to travel as required, although the main location will be Cheltenham

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