



We are Sri Lanka's premier private sector commercial bank. Our visionary journey has taken us beyond the realms of business as we have made a conscious effort to go where no bank has dared to go; from downtrodden villages long-forgotten, to the world across the shores. The driving force behind this epoch-making journey is our strong team of achievers, affectionately known as the Hatna Family. As we continue to make history and move ahead, we invite dynamic and ambitious individuals to join us in our trailblazing banking saga.

We are looking for bright minds to help us create a world of happy experiences.

SYSTEMS SUPPORT ASSOCIATE (FIXED TERM CONTRACT)

Primary Duties & Responsibilities

- Monitoring, troubleshooting & administrating of enterprise Exchange Email Servers such as maintain exchange server health, creation of exchange mailboxes, managing corporate email distribution groups, Message tracking etc.
- Monitoring Email Moderations, Email creations, deletions and quarantined emails.
- Monitoring, troubleshooting & managing enterprise Active Directory such as User Account Creation, Group policy implementation AD Group creation related to the implementations of basic security controls etc.
- Administrating, Maintaining and Troubleshooting Active Directory, Exchange, Office 365 and System Centre.
- Administrating, Maintaining and Troubleshooting Open Source Email systems (Zimbra).
- Managing and troubleshooting of enterprise System Center Configuration Manager. Such as remote logins to the client PC's, Microsoft Patch/Windows update deployments, SCCM client installation and managing distributions points etc.
- Monitoring & Managing Enterprise file server solution.
- Backup & Restore producers of production systems.
- Email quarantine control, Email policy maintain and administrate the Email security.
- Providing assistance to host important enterprise meetings by remotely connecting the users using video teleconference technologies.
- Mobile device management and email on mobile.
- Configuring and managing the Security enabled endpoints of head office and Branches.
- Configuration, maintenance and Monitoring of LAN & WAN networks.
- Proactive and reactive system performance, tune-ups and troubleshooting with related to windows based systems.
- Coordination of vendors for Projects and services
- Inter-connection, Configuration & Maintenance of communication devices.
- Implementing, configuring, administrating and troubleshooting MS SCCM, SCDMP and SCOM in a production environment.
- Administrating, Maintaining and monitoring the virtual and physical server's health (Software/Hardware).
- Remote support during non-business hours should be provided on need basis and critical situations/service outages, onsite support should be provided as desired by the management.

Skills and Capabilities

- Configuration, troubleshooting of network related devices and maintaining of enterprise scale networks according to compliance and industry guidelines.
- Planning, provision & installation of LAN infrastructure across the Bank's properties and providing 2nd level support to end users & external organizations.
- IT infrastructure systems, distributed, enterprise production environment, Active Directory, ADFS, Group policy, LDAP, DNS, DHCP, and Windows Server 2008/2012/2016, Windows Client OSs 7/8.0/8.1/10.
- Active Directory, Exchange Server, File server and Windows Server logs Backups procedures.
- Systems troubleshooting in a production environment.
- Administrating and troubleshooting MS SCCM, SCDMP and SCOM in a production environment.
- Linux and Open Source Email Server administration, backup procedures and scripting.

Non-Technical Requirements

- Establishing and maintaining effective working relationships with other department staff, management and vendors
- Interpreting and administrating policies and procedures sufficient to administer, discuss, resolve, and explain them to staff and other constituencies
- Troubleshooting, resolving, and responding to infrastructure issues and problems, coordinating solutions with outside vendors, users, and information technology staff
- Communicating and coordinating with co-workers, customers, and vendors
- Working effectively under pressure, meeting deadlines, and adjusting to changing priorities
- Administrating the projects and making decisions in fast-paced, difficult environments
- Responding to inquiries and in effective oral and written communication
- Need to work Late and on Holidays as per the roster

Qualifications

- Bachelor's Degree in Computer Networking, Science, Information Technology, BIT, BCS or equivalent.
- Microsoft Certified Solutions Expert (MCSE) and other Microsoft related vendor certification will be an added advantage.

Experience

- Minimum of 02 years of experience in a similar capacity of System Engineer/Network Engineer with required academic or professional qualifications mentioned above.
- Or
- Minimum of 05 years of experience in the capacity of System Engineer/Network Engineer with partly acquired academic/professional qualifications mentioned above.
- And
- Experience in Large scale banking sector production environment including implementing, configuring, troubleshooting and maintaining large networks, collaboration, end user computing and overall experience in handling Enterprise infrastructure environments will also be an added advantage.

Interested candidates are invited to apply for the position
All applications must reach us by,

29th August 2021 via e-mail to
careers@hnb.lk

(Please mention the position applied for in the subject of your e-mail)

