

**SriLankan Airlines Ltd (SLA), the National Carrier of Sri Lanka operates with a network of destinations throughout Asia, the Middle East, Europe and Australia. The Airline has a strong presence in Maldives and Southern India. SriLankan is a member of the 'oneworld' alliance.**

SriLankan IT Systems drives the airline's IT strategy through digital transformation, technology adoption, data modelling, business intelligence and business continuity. Focus is on transforming business and operational processes, expanding digital passenger reach and improving customer experience by solutions design, development and integrations while enhancing airline IT domain knowledge. Our award winning SriLankan IT team is seeking a dynamic individual to join as:

#### **TECHNICAL SUPERVISOR**

The incumbent will be involved in administrative support functions of software applications and provide necessary application-level support for the users to carry out their day - today functionalities using available software systems to ensure the uninterrupted operations.

General maintenance, first-level support and monitoring of electronics, computer systems and IT infrastructure as per the stipulated IT guidelines.

#### **KEY RESPONSIBILITIES WILL INCLUDE:**

- Provide required support in resolving IT related issues reported by users and provide quick and long term solutions using self-expertise or with the guidance of system engineers or senior executive, with the defined scope of work & service level agreements so as to minimize the impact on continuity of IT business systems and services.
- Support IT operational systems and relevant users for their day-to-day concerns and deal with application vendors to resolve data, application, and transactional related issues to ensure the business continuity in the airline.
- Support and coordinate to carryout systems reviews on applications and assist in implementing security controls to safeguard information security of information assets as per the ISMS framework, related to user community to ensure airline IT business systems assets are adequately protected for confidentiality, integrity, and availability.
- Identify the areas of product improvement and assist implementing industry standard processes and practices to optimize the IT solutions deployed in respective business areas. Active business engagements with the users to identify the issues faced in day today operation and propose implement long term solutions.
- Assist and support to create/modify data analyzing reports to cater report generation/modification requirements of users with necessary approval from respective business users and propose technical designs to the development parties.
- Participate in application testing and systems upgrade implementation projects together with engineers to ensure timely delivery of application development and system migrations. support in tracking and solving implementation/post implementation issues of user acceptance testing.
- Assist system engineers in vendor relationship management, coordinate with third party service providers, support inter-department coordinators, business units, and internal team to ensure smooth functioning of projects and meet the immediate and medium-term system demands. Arrange knowledge sharing of application functions and steps to rectify recurring issues with the team members and relevant IT support teams.
- Owning and developing relationship with partners, working with them to optimize and enhance the integrations of IT solutions. Help design, document, and maintain system processes. Report on common sources of technical issues or questions and make recommendations to product team. Communicate key insights and findings to product team. Constantly be on the lookout for ways to improve monitoring, discover issues and deliver better value to the customer.
- Ensure that the execution of all assigned job tasks is performed in a manner which safeguards organizational information assets.

#### **The applicant should possess the following minimum requirements for the above position:**

- 02 Passes in GCE A/L and 06 Credits in GCE O/L in one sitting with Credits for English & Mathematics and a Higher National Diploma in ICT equivalent to NVQ Level 6, with 02 years' experience in a relevant discipline

#### **OR**

- Full or part professional qualification equivalent to NVQ Level 6 with 05 years of experience in a relevant discipline.

Be a Sri Lankan citizen.

The upper age limit should be 30 years as at **Closing date 13<sup>th</sup> January 2023**

Employment will be offered on fixed term contract.

Influencing will be a reflection of unsuitability.

**We are an equal opportunity Organization.**

Please note that we will correspond with you within a month of closing the advertisement in the event your application is shortlisted for consideration.