

# BUILD YOUR CAREER WITH CARGILLS BANK



## Banking Assistant - IT Network Support

### KEY RESPONSIBILITIES

- ✓ Ensure proper operation of end-user equipment and IT facilities including computers and other peripheral devices while assuring the required network connectivity to all devices adequately
- ✓ Provide network and IT services for new branches / branch expansions including timely delivery of IT facilities, visit branches when needed etc.,
- ✓ Ensure proper operation of all software installed on end-user devices
- ✓ Support the Network Administration team in installing / maintaining of Data Center and IT infrastructure
- ✓ Respond to Service Desk inquiries in an efficient and courteous manner whilst providing immediate solutions on IT related issues and follow-up to ensure issues have been resolved
- ✓ Manage call systems of Branches, Head Office, DR and BCP locations
- ✓ Carry out EOD, Backup, Backup Movement and other daily operations on a roster basis on both day and night shifts to provide IT support to customers and users
- ✓ Monitor all system activities and alarms to escalate any issues
- ✓ Carry out hardware repairs of IT equipment, liaise with vendors and carry out necessary purchases for such repairs
- ✓ Maintain, manage and Implement PCIDSS and ISO recommendations

### EXPERIENCE & QUALIFICATIONS

- ✓ Possess minimum of 2 years work experience in IT out of which at least one-year's exposure to Help-Desk management, preferably in the Banking / Finance industry
- ✓ Degree or Higher National Diploma in IT from a recognized institution
- ✓ Full / part professional qualification in Networking / IT Infrastructure would be a distinct advantage
- ✓ Strong problem solving, Incident handling, troubleshooting and analytical skills
- ✓ Must be a team player with good communication / negotiation and interpersonal skills
- ✓ Should be willing to serve on shifts

Interested candidates are invited to forward their CVs to [career@cargillsbank.com](mailto:career@cargillsbank.com) mentioning the post applied for, in the subject line of the email on or before **10<sup>th</sup> March 2023**.

Head of Human Resources  
Cargills Bank Limited  
No. 696, Galle Road, Colombo 03.

Log in to: [www.cargillsbank.com](http://www.cargillsbank.com)

