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With an enduring vision of being the most technologically advanced, innovative and customer friendly financial organization, we, the most awarded Bank in Sri Lanka, continue to progress steadily while being listed amongst the Top 1000 Banks in the world for the 12th consecutive year. Our unparalleled record of success is supported by an unmatched suite of digital offerings and superior standards in service, stability and performance. We are poised to ascend to even greater heights in the near future.

Manager – Service Reliability & Incident Management Information Technology Department

Job Profile

- Responsible for ensuring system availability SLA with quick and accurate remediation of issues to minimize the impact to business operations
- Investigate and diagnose incidents for restoration in the event of a failure of a IT Service covering 24x7 operation
- Function as Tier 1 support team lead and resolve assigned Incidents while verifying resolutions with users
- Resolve incidents within the specified Service Level Agreements / Operational Level Agreements
- Escalate unresolved incidents to Tier 2 / Tier 3 teams and Follow-up
- Manage the lifecycle of all unplanned interruptions, malfunctions and performance reductions of IT services

Applicant's Profile

- A Bachelor's Degree in Information Technology or Computer Science in the relevant field which is recognized by the University Grants Commission.
- Minimum of five (05) years work experience in a similar capacity
- ITIL 4 foundation certification or Certification on PMP and Six Sigma or Other Technical Certifications related to IT is an added advantage
- Strong problem solving and result orientation skills
- Good interpersonal skills and communication skills
- Ability to express oneself efficiently and effectively in both written and verbal
- Possess strong Project Management skills

Successful candidate will be provided with an attractive compensation package benchmarked with highest paid IT organizations in Sri Lanka along with other benefits.

Applications with all relevant information should be submitted to reach the under - mentioned by email within 10 days of this advertisement with the respective post marked as the subject.

Deputy General Manager – HRM
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E-mail : dgm_hrm@combank.net
Web site : www.combank.lk

 **COMMERCIAL BANK**

Our interest is in you