

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

The SriLankan team is seeking dynamic individuals to join as;

TECHNICAL SUPERVISOR / DATA CENTRE SUPERVISOR / IT SERVICE DESK SUPERVISOR

The Technical Supervisors should ensure that all IT services and applications related incidents and requests are completed within the stipulated service levels by following IT service management standards and providing technical support as a member of the technical support team. He/She shall provide timely support to reported incidents related to the desktop infrastructure including End User Hardware, Operation System and Application /Services. It is necessary to participate in installation and maintenance of Printers and other electronics systems, Smart mobile Device, LAN/WAN infrastructure, CCTV systems, baggage handling equipment, radio communication equipment including Wi-Fi with the coordination of the other internal infrastructure teams, managed service partners and external teams.

Data center supervisors shall maintain and monitor the Computer System & facility performance, carryout data entry operations and respond to user complaints/fault notification related to computer systems by following the Company workflow procedures, in order to ensure optimum system availability and serviceability at the data center. It is necessary to provide timely support for reported incidents related to the data center infrastructure including system hardware, Operation System and Application /Services. Installation and maintenance of data center facility including power supplies, air conditioning, fire suppression systems, environment control systems etc. with the coordination of the other internal infrastructure teams, managed service partners and external teams is another primary job function.

IT Service Desk supervisors are required to assist and provide first level IT service supports to users by analyzing and solving problems/ service failures of the software and hardware infrastructure following the IT service management process and procedures, in order to ensure optimum service availability.

Key responsibilities will include:

- Attend to the daily incidents reported through IT Service Desk by the end users in relation with Desktop infrastructure including end user Hardware, Operation System and Application /Services ensuring the completion of incidents within the established service levels.
- Carryout maintenance of printers and other electronics systems, Smart Mobile Device, LAN/WAN infrastructure, CCTV systems, baggage handling equipment, radio communication equipment etc. which may require hardware or software modification, replacements without effecting the daily operations and services to the End Users.
- Based on the End User Requests through IT Service Desk, carry out Installation, replacement and relocation of End User Equipment and IT services with the support on internal and external teams and ensure the completion of request within the established service levels.
- Periodical monitoring of all IT equipment allocated for Airline Emergency Response Units to ensure the IT applications and service availability to carryout emergency operations assisting and coordinating the Corporate Emergency Response Activities once an emergency is declared.
- Executing data center functions and other related computer system operations to achieve day to day work objectives by following job list(s) and task list(s) as assigned.
- Proactively carry out scheduled and random checks to observe and identify any computer operations related system failures/problems, irregularity or unusual operating conditions and inform to technical staff and other responsible personnel to seek immediate remedial action.
- Maintain and replenish the minimum and essential accessories, consumable items and spare parts in order to maintain uninterrupted operation and service availability of the computer system/equipment.
- Co-ordination of upgrade/expansion work related to the computer systems hardware and software installations etc., by way of advance notification to the affected users of the computer system, (both locally and overseas) and by supporting technical staff in whatsoever the way possible.
- Log, direct and escalate the received complaints/faults along with the trouble ticket reference number to the respective technical personnel by following company workflow procedures in order to enable provision of remedial action within specified time frames.
- Follow up attendance to the fault by technical staff, send reminders to respective personnel and continuously feedback information to the user until the fault is cleared, in order to increase user confident that his/her fault notification is getting due attention and treatment.

The applicant should possess the following minimum requirements for the above positions.

02 Passes in GCE A/L and 06 Credits in GCE O/L in one sitting and Credits for English & Mathematics and Higher National Diploma in ICT, with 02 years post qualifying relevant experience.

OR

Full or part professional qualification with 05 years post qualifying experience in a relevant discipline.

Upper Age limit: 30 years as at 20th March 2017.

Employment will be offered on fixed term contract.

Applications (**with copies of educational / professional certificates attached**) along with your **contact number** and **e-mail address** should be forwarded to the **Talent Resourcing and Overseas HR Operations Manager, Human Resources Division, SriLankan Airlines Limited, Airline Centre, Bandaranaike International Airport, Katunayake, Sri Lanka**, stating the post applied for on the upper left corner of the envelope, on or before 20th March 2017.

We are an equal opportunity organization

Influencing will be a reflection of unsuitability.

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