

**SriLankan Airlines, the National Carrier of Sri Lanka operates with a network of destinations throughout Asia, the Middle East, London and Melbourne. 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. Award winning SriLankan IT team is seeking dynamic individuals to join as:

### **SENIOR SYSTEMS ENGINEER**

The incumbent is responsible for end-to-end systems operations and administration of Airline IT systems by maintaining well established service levels and carrying out systems engineering functions in a timely manner with proper planning and execution to meet business IT expectations. Drive Airline IT operations & Service Management initiatives by executing end-user-centric IT Projects including deployment of Virtual Desktop Infrastructure and Airline specific messaging and collaboration data platforms.

#### **Key responsibilities will include:**

- Maintain high performing systems engineering and support functions at IT Operations and Command Center to enable 24/7 smooth of Airline IT Services.
- Take ownership of the Incident, Request, Change and Escalation processes, ensuring high levels of performance in these processes, accurate reporting and establishing service improvement activities when required
- Be accountable for the quality of Service and performance; ensuring future demand from growth and projects is understood and factored into capacity plans for all associated systems
- Take a significant role in leading and coaching direct team and/or indirect teams to support the engagement, growth and development of Succession plan for the Airline IT.
- Work with the product and service owners and IT service management to define the monitoring requirements, identify and prioritize improvement opportunities and establish Service Improvement Plans (SIPs)
- Coordinate and liaise with third party service providers, inter-department co-coordinators and / or other users of Airline IT Systems, to analyze system resource utilization and the capacity needs of the existing infrastructure and application systems

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

- Bachelor's Degree in Engineering, Computer Science, General Science with Mathematics, Management Information Systems, Applied Statistics from a recognised University with minimum of 02 year post qualifying relevant experience **OR**
- Full professional qualification equivalent to NVQ Level 7 with 4 years of post-qualifying experience in a relevant discipline.

Be a Sri Lankan citizen.

Upper age limit: 35 years as at 04<sup>th</sup> March 2022.

Applications (**with copies of educational/ professional certificates and Service Letters attached**) along with your **contact number** and **e-mail address** should be sent through e-mail to [careers@srilankan.com](mailto:careers@srilankan.com) or through registered post addressed to the **Manager Resourcing and Industrial Relations, 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, to reach us on or before **04<sup>th</sup> March 2022**.

**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 the advertisement in the event your application is shortlisted for consideration.