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:

TECHNICAL SUPPORT SUPERVISOR

The incumbent is responsible for providing IT system operations and support for end users by fulfilling the functions of incident handling, request management and change implementation. He/ she should follow the established processes and procedures to meet agreed service levels while maintaining active and healthy relationship with users and multiple support teams.

You will be part of a talented team of engineers and supervisors who demonstrate outstanding technical competency, delivering mission critical infrastructure and ensuring the highest levels of availability, performance, and security.

Key responsibilities will include:

- Attend to the incidents and requests assigned by IT Command Center on a timely manner to fix the issues and to fulfil service requests whilst meeting agreed service levels in order to ensure smooth IT services.
- Assure effective on-site and remote end-user support services for the purpose of providing efficient and exceptional IT service delivery that exceeds the end-user satisfaction.
- Supervise and guide the technical team to assure effective and sufficient knowledge is maintained to handle the work assigned to them that will satisfy end-user requirements.
- Plan and carry out routine and preventive maintenance of IT end-user devices and application platforms on regular basis to avoid potential technical failures and breakdowns, while supporting asset tracking functions.
- Coordinate the activities with internal and external parties with regard to the deployment of IT end-user devices and application services to ensure that minimum time is taken for such activities.
- Extensive testing of new IT products and technologies of the Company to carry out seamless launching of products and upgrades as per defined schedules and take service improvement initiatives.

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 and Credits for English & Mathematics and Higher National Diploma in ICT equivalent to NVQ Level 6 with 02 years of post-qualifying relevant experience
  OR
- Full or part professional qualification equivalent to NVQ Level 6 with 05 years of post-qualifying experience in a relevant discipline

Be a Sri Lankan citizen.

Upper age limit: 30 years as at 06th May 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 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 **06th May 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.