

**SriLankan Airlines Ltd (SLA), the National Carrier of Sri Lanka operates with a network of destinations throughout Asia, the Middle East, Europe, and Australia. 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 a dynamic individual to join as:

### **SYSTEMS ENGINEER**

The incumbent will ensure high availability for all IT related applications/systems in respective to web hosting and web publishing on 24/7 basis by maintaining an error free web/network infrastructure. Also, maintaining up-to-date software versions, patch updates, etc. and monitoring the performance of each component across the web/network proactively.

### **KEY RESPONSIBILITIES WILL INCLUDE:**

- Incident handling within Operation Level Agreement (OLA) (Network/ Wi-Fi/ security & Firewall/ Internet Infrastructure/ Web Hosting/ Web Publishing) to ensure infrastructure availability for business continuity.
- Request handling within Operation Level Agreement (OLA) (Network/ Wi-Fi/ security & Firewall/ Internet Infrastructure/ Web Hosting/ Web Publishing) to ensure established service levels.
- Maintain web hosting and related systems through preventive maintenance, patch update, version upgrade, backup management, disaster recovery (DR) & Business Continuity Management (BCM) drills, and related activities to meet established service levels.
- Maintaining procedures and documentation to ensure IT infrastructure operational requirements and industry standards such as ISO, ITIL.
- Maintaining policies, procedures and documentation to ensure IT infrastructure operations and services are compliant to and industry best practices and international standards such as ISO/IEC 20000-1:2018 IT Service Management System (ITSMS), ISO/IEC 27001:2013 Information Security Management System (ISMS), ISO/IEC 27701:2019 Privacy Information Management System (PIMS), Information Technology Infrastructure Library (ITIL)
- Support UL web hosting infrastructure management through capacity planning, configuration management, change management, health monitoring, and related activities to meet current and future demand for business growth.
- Explore new IT trends and improvements and carryout prototype, proof of concept, solution designing, and related activities to improve productivity.
- Ensure timely closure of project activities assigned to meet project deadlines.

### **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 or Applied Statistics from a recognized university with minimum of 01 year post qualifying relevant experience.
- OR**
- Full professional qualification equivalent to NVQ Level 7 with 3 years post qualifying experience in a relevant discipline.

Be a Sri Lankan citizen.

The upper age limit should be 35 years as at **closing date 15<sup>th</sup> February 2023**

Employment will be offered on fixed term contract.

Influencing will be a reflection of unsuitability.

**We are an equal opportunity Organization.**

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