

About us

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 airlines has a strong presence in Maldives and Southern India. SriLankan is a member of the 'oneworld' alliance.

Job Description

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.

The purpose of the job is to implement IT business development and enhancement requirements of the company to deliver the targets assigned by the user groups. Analyze the issues and identification the remedy and implement them in 24X7 on site or remote support, on call basis. Change and upgrade the systems with respect to the digital road maps of the systems defined by the vendors/ user departments. Interfacing the users with vendor for their new requirements with proper Change management procedure and implement the modifications suggested with users testing and knowledge sharing to the users with the use of expert knowledge gathered of the engineering systems.

Key responsibilities will include:

- Analyze problems reported on IT solutions and services and provide quick and long-term solutions using self-expertise or through collaborative means in accordance with the defined service level agreements so as to minimize the impact on IT business systems and services.
- Monitor and test application performance for potential bottlenecks, identify possible solutions, and work with developers to implement those fixes.
- Administration & Application Support for users for their day-to-day concerns and deal with application vendor to resolve any issues. Conduct access right control exercise on respective application portfolio and regular reviews to make sure appropriate access permissions. IT system support for System architecting for new requirements, evaluation, and implementation.
- Carryout systems reviews on applications and implement security controls to safeguard information security of Information Assets as per the Information Security Management System (ISMS) framework, related to user community to ensure airline IT business systems assets are adequately protected for confidentiality, integrity, and availability.
- Coordination/ Participation and Contributions for overall Product/Service Enhancements and identify the areas of improvement and assist implementing industry standard processes and practices to optimize the IT solutions deployed in respective business areas. Active Business Engagements with the users to identify the issues faced in day today operation and propose, implement long term solutions.
- Assist management team in preparing Software Requirement Specification (SRS), Business Cases and Capital Expenditure Application (CEA) Justifications recommending benefits and Return On Investment (ROI). Obtaining necessary approval from respective parties leading to timely delivery of solutions and purpose technical designs to the development parties.
- Design Test cases, test harness, Strategies to Facilitate User Acceptance Testing procedures and coordinate User Acceptance Tests & Tracking and solving implementation/post implementation issues. Participate software delivery process which complies to ISO 9001:2008 QMS standards.
- Coordinate and liaise with third party service providers, Vendors, inter-department co-ordinators and Business Units to study, analyze and forecast resource utilization, capacity requirements etc. to ensure smooth functioning of projects and meet the immediate and future system demands.
- Identify training requirements of Business Units and Organize and Coordinate training for users to ensure their capability of handling the system.
- Own and develop relationship with partners, working with them to optimize and enhance the integrations of IT solutions. Help design, document, and maintain system processes. Report on common sources of technical issues or questions and make recommendations to product team. Communicate key insights and findings to product team. Constantly be on the lookout for ways to improve monitoring, discover issues and deliver better value to the customer.

Requirements

Bachelor's Degree in Engineering, Computer Science, General Science with Mathematics, Management Information Systems or Applied Statistics from a recognized University with a 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.

Age to be not more than 35 years as at 27th October 2023 which is the closing date.

Influencing will be a reflection of unsuitability.

We are an equal opportunity Organization.

Employment will be offered on fixed term contract.

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

Job Information

Grade
8.1

Department Name
Information Technology

Application Closing Date
27/10/2023

Industry
IT Services

City
Katunayake

Province
Western

Country
Sri Lanka

Postal Code
11450