



# HDFC BANK

This is an ideal opportunity to advance your career in banking, with a bank which has served the nation for over three decades standing by all stakeholders, providing shelter and support in fulfilling the aspirations of Sri Lankans including business community through diversified financial solutions.

The Bank is in the process of chartering into new vistas of development banking.

The HDFC Bank is looking for competent, dynamic & result-oriented individual with a proven track record to fill the following position in our Bank.

## IT Support Engineer (GRADE IV)

### Key Responsibilities:

- Research, diagnose, troubleshoot, and resolve customer issues in an accurate and timely manner.
- Will be responsible for working with different systems, software, and hardware.
- Follow-up standard procedures to escalate unresolved issues to appropriate internal departments.
- Interact with application vendors closely.
- Resolve concerns in a short time period.
- Training subordinates to get maximum support.
- Actively involve for UAT (User Accepting Test)
- Support the business to solve its application and system issues and to perform troubleshooting systems, responding to assistance requests and handling technical issues.

### Eligibility Criteria

- A Bachelor's degree from a recognized university in the field of computer science with 2 years' experience in programming. **OR**
- Recognize Diploma (minimum 1-year duration) in computer science with 3 years' experience in programming.
- Exposure to software development using Java, dotNet, mobile application, C# and Oracle SQL's in a Banking / Financial institution is advantageous.

**Age Limit:** Preferably below 45 years.

An attractive remuneration package awaits the right candidate.

### APPLICATION PROCEDURE

Applications with two non-related referees should be sent via email to [careers@hdfc.lk](mailto:careers@hdfc.lk) on or before **06.12.2023** indicating the position applied in the subject line of the e-mail.

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