

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 modeling, business intelligence, and business continuity. The focus is on transforming business and operational processes, expanding digital passenger reach, and improving customer experience through solutions design, development, and integrations while enhancing airline IT domain knowledge.

The post holder is responsible to execute the IT Business Continuity Management (ITBCM) and Governance of IT Systems/Services with the participation of Internal (IT) and External (Business) stakeholders considering all critical IT Systems/Services and Applications to ensure the continuity of Airline business operations. Responsible for all IT Audits and System Reviews. Centrally coordinate and manage all IT agreements, including but not limited to, Maintenance, Support, and Service Level and Operational Level agreements. Ensure adherence to ITBCM processes and procedures through continuous service and system monitoring supported by recoverability options to avoid/minimize the impact on critical and core business processes and operations in the Airline.

Key responsibilities will include:

- Timely execution of all activities in IT business continuity and disaster recovery calendar including coordination, monitoring, and formulating reports with supporting evidence. Provide monthly status updates to management. Initiation of notifications and getting approvals for Disaster Recovery (DR) drills 10 working days prior to the drill. Setting up Initial technical and process discussions with stakeholders of the DR drill. Participating in the DR drills as an observer. Generating reports for the drills.
- Schedule and participate in Service Review meetings to optimize compliance requirements in information security, service delivery, and business continuity. Formulate a dashboard on the Service Performance of Group IT Services for management. Schedule and coordinate service review meetings and follow up on action items and meeting minutes. Escalate service availability incidents and follow up on resolutions.
- Frequent follow-up and track audit findings closure, IT Contracts, and IT procurement statuses. Follow-up and track action items/control implementation against identified risks in the Enterprise Risk Management framework. Track Information Security and Service Continuity related incidents till resolution. Provide timely status updates on Group IT Audits, Risks, and Procurement to management on a weekly and monthly basis. Consolidate all IT governance key performance indicators- KPI (ISO 20000, ISO 27001, ISO 27701, ISO 9001, and BCM) from all stakeholders and formulate a dashboard.
- Coordinate the review of DR policy and procedure documents with relevant technical business, technical, and services teams. Ensure that all DR policies and procedure documents are reviewed at least annually. Capture feedback and improvement suggestions from all stakeholders and submit them for management review.
- Responsible for the execution of staff IT governance awareness program for SriLankan Group. Ensure adoption of e-learning platforms for staff awareness building for IT Governance initiatives, including and not limited to, Information Security, Data Protection, Service Continuity, and Service Delivery in liaison with HR division and respective business units.

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 28th December 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

28/12/2023

Industry

IT Services

City

Katunayake

Province

Western

Country

Sri Lanka

Postal Code

11450