

Job Description

To supervise and provide IT systems support by analyzing and resolving problems/ service failures of the software and hardware infrastructure following the IT service management processes and procedures, ensuring optimal service availability.

Job Accountabilities:

- Respond to all reported IT service related issues/queries received through telephone, web portal, email, and any other mode of communication, in proportional manner and create incident record in IT Service Management Tool with correct category and priority.
- Analyze incidents, problems, queries, and service requests, and provide first level support with minimal supervision. Follow up, update and close solved incident records in order to provide clear and concise information about the occurrence of incident or problem.
- Assign incidents to the relevant support teams within the company as well as outside support teams on time and follow up with them to solve within the agreed service levels.
- Identify priorities and follow up with Service Desk Executives, Service Desk Engineers and IT Services Manager and other relevant parties.
- Proactively carry out scheduled and random checks to identify incidents and requests which are not solved, not approved and send reminders to the respective owners to complete the full life cycle of those incidents and requests.
- Handle user system support queries in an efficient manner. Manage incidents reported through the IT Service Management Tool efficiently. Be a super user for the assigned systems and functional areas.

Requirements

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 06, with 02 years post qualifying relevant experience.

OR

Full or part professional qualification equivalent to NVQ Level 06 with 05 years post qualifying Work experience in a relevant discipline.

Be a Sri Lankan citizen.

The upper age limit should be 30 years as of 20th December2025 which is the closing date.

Employment will be offered on fixed term contract.

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.

Job Information

Division Name
Information Technology

Date Opened
10/12/2025

Application Closing Date
20/12/2025

Job Type
Full time

Industry
Airline - Aviation

City
Katunayake

Province
Western

Country
Sri Lanka

Postal Code
11450