JOIN THE MOST AWARDED BANK IN SRI LANKA

With an enduring vision of being the most technologically advanced, innovative and customer friendly financial organization, we, the Most Awarded Bank in Sri Lanka, continue to progress steadily while being the first Sri Lankan bank to be listed amongst the Top 1000 Banks in the World.

Our unparalleled record of success is supported by an unmatched suite of digital offerings and superior standards in service, stability and performance. We are poised to ascend to even greater heights in the near future.

Senior Engineer - IT Service Management

JOB PROFILE

- **AI & Automation Leadership :** Leverage AI-powered tools and Large Language Models (LLMs) to automate ITSM workflows, including incident categorization, root-cause analysis, and predictive service trends via AIOps.

- **Adaptive Mindset :** Act as a champion for AI adoption, staying updated on emerging AIOps trends and Large Language Models (LLMs) to modernize Service Desk operations and reduce manual tasks.

- **ITSM Process Management :** Design, implement, and maintain core ITIL processes (Incident, Change, and Problem Management) including CMDB stabilization and maintenance, ensuring minimal downtime and peak operational efficiency.

- **Standards & Compliance :** Ensure all IT service delivery aligns with ISO 20000 and ISO 27001 standards, maintaining robust governance and audit readiness.

- **Service Performance :** Develop and monitor high-impact KPIs and dashboards to provide senior management with data-driven insights and service improvement recommendations.

- **Continuous Improvement :** Lead CSI (Continual Service Improvement) initiatives by identifying bottlenecks in the service lifecycle and deploying automated remediation.

APPLICANT'S PROFILE

- **Education :** Bachelor's degree in Information Technology, Computer Science, or a related field.

- **Experience :** 5+ years in ITSM/ IT Operations with a demonstrable track record of implementing automation and process improvements.

- **Certifications :** ITIL V3/ V4 Foundation is required (Expert/Intermediate level is an advantage).

- **Preferred :** Certifications in AI/ML (e.g., Microsoft Certified: Azure AI Engineer or similar).

- **Technical Skills :** Hands-on experience with leading ITSM platforms & Familiarity with AIOps tools

- **Analytical Skills :** Strong ability to interpret complex data sets and translate them into actionable IT strategies.

- **Leadership :** Proven experience in mentoring junior staff and leading cross-functional projects.

- **Prompt Engineering :** Proficiency in crafting and refining prompts for LLMs to aid in code generation, report summarization, and root-cause analysis.

Successful candidate will be provided with an attractive remuneration package, commensurate with benchmarked financial institutions.

Interested candidates are invited to apply for the position, all applications should be routed through our corporate website.

To apply, please visit,

www.combank.lk ▶ **Careers** ▶ **Open Positions** ▶ **Senior Engineer - IT Service Management**

COMMERCIAL BANK