

JUNIOR EXECUTIVE/ EXECUTIVE PROJECTS AND TECHNOLOGY

The role holder will be responsible for managing and resolving technology-related issues within the Cards and Merchant Business by coordinating with internal IT teams, external vendors, and payment schemes to ensure smooth operations and timely delivery of technology solutions.

THE JOB

- Troubleshoot and coordinate the resolution of system-related issues affecting Cards and Merchant Business Operations
- Liaise with Internal IT teams, system vendors, and payment schemes (Visa, Mastercard, LankaPay, UnionPay, etc.) to ensure timely issue resolution
- Gather and document business requirements and prepare Business Requirement Documents (BRDs) for system enhancements and new initiatives
- Support the implementation of projects and system changes by coordinating with relevant stakeholders
- Plan, execute, and coordinate User Acceptance Testing (UAT) and ensure timely resolution of identified issues
- Monitor and follow up on customer complaints related to system issues and ensure prompt and effective resolution
- Identify opportunities for automation, digitization, and process improvements to enhance operational efficiency
- Manage vendor relationships to ensure the timely delivery of solutions and support services
- Maintain accurate records of incidents, requests, and project updates, and provide MIS/reporting support as required
- Represent the business unit in technology-related discussions, forums, and meetings with internal and external stakeholders

THE PERSON

- Possess fully or partly qualified in Banking or an equivalent qualification
- Possess minimum 6 years' experience in banking, including 2 years of experience in card-related technology
- Excellent Communication and decision making skills
- Strong time management skills

The position is at Junior Executive/Executive Level.

Please login to <https://www.ndbbank.com/careers> to apply on or before 27th August 2026.

We will correspond only with the shortlisted applicants
"We are an equal opportunity Employer"



NDB bank

The future is banking on us

Vice President Human Resources