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இலங்கை மத்திய வங்கி
CENTRAL BANK OF SRI LANKA

The Central Bank of Sri Lanka (CBSL)
is seeking highly motivated professionals
to join its IT Team as

IT TECHNICIAN SUPPORT
(ON CONTRACT)

1.0 The Job/Responsibilities:

- Respond to user inquiries and requests for technical assistance ensuring prompt resolution of issues.
- Diagnose and resolve reported IT issues effectively and efficiently to minimize service disruptions.
- Assess user needs and provide reliable technical support to facilitate effective use of IT systems.
- Continuously monitor and track IT issues and coordinate IT helpdesk activities to facilitate timely resolution and minimize service disruptions.
- Maintain the security of end-user computers by applying required updates and security controls to support reliable and secure IT operations.
- Provide services based on shift basis (7:00 am - 3:15 pm, 8:00 am – 4:15 pm and 12:30 pm - 08:45 pm)

2.0 Required Minimum Qualifications & Experience:

2.1 Educational/Professional Qualifications

- Diploma in Information Technology, Networking, Telecommunications, or a related field (NVQ Level 5/SLQF Level 3 or above).

2.2 Experience:

- Minimum of one (01) year of hands-on experience in an enterprise environment providing technical support.
- Prior exposure to banking or financial services environments will be an added advantage.

3.0 Preferred Professional Qualifications:

- Basic knowledge of IT service management practices (ITIL), Windows and Mac OS, PC hardware components, Active Directory, Group Policy, Networking concepts is desirable.
- Familiarity with remote assistance tools for providing remote support is desirable.

4.0 Required Skills:

- Troubleshooting skills for hardware and software issues
- Ability to diagnose and resolve network connectivity issues
- Active listening skills to understand user issues
- Knowledge of Windows and Mac OS, PC hardware components, Active Directory, Group Policy, Networking concepts

5.0 Age:

- Below 40 years of age as at 20.10.2026

6.0 Employment:

- On contractual basis for a period of not more than three (03) years.

7.0 Remuneration and Other Benefits:

- Negotiable, with EPF and ETF contributions, and medical benefits.

Selection Procedure

Candidates who fulfill the minimum required criteria as specified will be shortlisted for further evaluations. The selection will be based on multiple interviews.

Applications

Applicants who possess the required qualifications and experience and wish to apply for the above position should submit their applications only through the following link **on or before 20.10.2026**

Link : **https://www.cbsl.gov.lk/en/careers**

Applicants are strictly advised to adhere to the terms and conditions stipulated in the above link when submitting applications.

Those who do not possess the required qualifications and experience as at the closing date will not be eligible to apply for this post. Any application not meeting the required qualifications, received after the deadline or not in the prescribed format, will be rejected without any notice.

Applicants are strictly advised to upload scanned copies of the educational/professional qualifications and documents to verify service experience which meet the eligibility criteria for the above post. Any application without the copies of certificates relevant to Educational/Professional Qualifications and experience will be rejected without any notice at any stage of the recruitment process.

Candidates who fail to provide originals of relevant documents at the certificate verification conducted prior to the interview will not in any manner be considered as eligible candidates.

Any form of canvassing will be a disqualification. CBSL reserves the right to decide on the number of positions to be filled or postpone or cancel the recruitment. CBSL has the discretion to determine the relevancy of qualifications (subject area covered in the educational/professional qualifications) and experience for shortlisting applications, based on the requirements of the position. Only shortlisted candidates will be contacted for the next step of the recruitment process.

Section 20 and 24 (1) of the Central Bank of Sri Lanka Act, No. 16 of 2023 shall apply to all selected candidates.

Director – Human Resources
Central Bank of Sri Lanka, No. 30, Janadhipathi Mawatha, Colombo 01.
Telephone : 011-2477330 Fax : 011-2477715