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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 listed amongst the Top 1000 Banks in the world for the 12th consecutive year. 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 Support Services

Job Profile

- Establish processes & procedures and drive continuous improvement initiatives to address production, operational issues through improved solutions, tools, or process improvements
- Advanced troubleshooting on the Core banking system and other front-end systems associated with end user computing
- Responsible for handling level-1 and level-2 Service incidence and resolve the issues within the SLAs
- Assessing the stability, security, and scalability of installed Windows systems and ensure the same for optimal level
- Recommend and implement system enhancements that will improve the performance and reliability of the system including installing, upgrading / patching, monitoring, and configuration management
- Liaise between users, technical staff, vendors, software developers and the management
- Perform research on technical challenges and provide ideal solutions for issues

Applicant's Profile

- Bachelor's Degree in Information Technology or Computer Science from a university recognized by the University Grants Commission
- Minimum of two (02) years' work experience in a similar capacity
- Strong working knowledge on Active Directory, Office365 and Microsoft applications
- Knowledge on Windows PowerShell scripting
- Strong attention to detail and outstanding analytical and problem-solving skills
- Sound knowledge on Endpoint Security which include AV and System hardening
- Strong communication skills (verbal and written), with the ability to communicate effectively with technical and non-technical audiences

Successful candidate will be provided with an attractive compensation package benchmarked with highest paid IT organizations in Sri Lanka along with other benefits.

Applications with all relevant information should be submitted to reach the under - mentioned by email within 10 days of this advertisement with the respective post marked as the subject.

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 **COMMERCIAL BANK**

Our interest is in you