Job Description

SriLankan Airlines Ltd, the national carrier of Sri Lanka operates with a network of destinations throughout Asia, the Middle East, Europe and Australia. The airlines has a strong presence in Maldives and Southern India. SriLankan is a member of the 'oneworld' alliance.

SriLankan IT Systems drives the airline's IT strategy through digital transformation, technology adoption, data modeling, business intelligence, and business continuity. The focus is on transforming business and operational processes, expanding digital passenger reach, and improving customer experience through solutions design, development, and integrations while enhancing airline IT domain knowledge. Award-winning SriLankan IT team is seeking dynamic individual to join a Team Lead – Windows Infrastructure.

This position ensures that the Microsoft technologies and related infrastructure services/platforms remain highly available and highly secured while meeting agreed Operational-Level Agreements (OLAs) and Service Level Agreements (SLAs). The position holder should work closely with management to accomplish goals set forth by the IT division and the organisation. The position holder should lead a team of technical staff (engineers and senior engineers) and should be responsible for administrative functions of the Microsoft platform infrastructure and other related services.

Key Responsibilities Will Include:

- Act as a subject matter expert for a range of Microsoft technologies and related infrastructure services/platforms including Active Directory, Microsoft Exchange (on-line and on-premises), DHCP/DNS/WINS services, Windows Software Updates, File and Print Sharing, Virtual Desktop infrastructure, Remote desktop Services, SCCM, SCOM, SharePoint (on-line and on-premises), Project Server, Teams & other O365/M365 applications etc.

- Plan, operate and monitor all Microsoft Windows related systems to ensure pre-defined levels of performance, availability and serviceability are maintained. Guarantee that systems and operations meet certified standards including ISO27001 and ISO20000.

- Ensure Microsoft Exchange environment health & maintenance, monitoring Hybrid (on-premises exchange & on-line exchange) server and service performance, optimising the on-prem exchange databases, handling mailbox moves between on-line and on-premises exchange.

- Create, update and maintain proper documentation (with version control and meeting company standards) related to all Microsoft Windows Systems in order to achieve quick response times when attending to a problem or investigation, tracing back frequently occurring problem areas etc.

- Evaluate, respond and / or escalate Windows System faults reported through the Service Desk within the defined and allocated timeframes in order to achieve set service level standards.

- Information provisioning for investigations and related matters, utilizing system methods such as user logon events analysis, mail log analysis, backup restorations etc. and assisting investigation, compliance, and legal processes of the organization.

- Build the system structure with respect to the operating system and applications, in a way to ensure the interoperability of the systems, and future expansions in levels of multiple systems to ensure the maximum flexibility in scaling and planned systems growth.

- Carryout timely performance management of staff by assessing their performance and identifying training and development needs leading towards enhanced performance of the individuals, resulting in increased organizational productivity and ensuring industrial harmony. Set-up training and product awareness programs as appropriate and facilitate team members in upgrading their application & system knowledge as well as addressing their other development requirements.

Requirements

- Bachelor's Degree in Engineering, Computer Science, General Science with Mathematics, Management Information Systems or Applied Statistics from a recognized University with a minimum of 04 year post qualifying relevant experience.
  OR
- Full professional qualification equivalent to NVQ Level 7 with 6 years post qualifying experience in a relevant discipline.

Upper age limit : 35 years as at 22nd July 2024 which is the closing date.

Be a Sri Lankan Citizen.

Influencing will be a reflection of unsuitability.
We are an equal opportunity Organization.
Employment will be offered on fixed term contract.

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

Grade
8.2

Department Name
Information Technology

Application Closing Date
22/07/2024

Industry
IT Services

City
Katunayake

Province
Western

Country
Sri Lanka

Postal Code
11450