## 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 Airline 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 as a IT Project Implementation Analyst.

The individual is responsible of providing necessary Passenger Service System (PSS) and IT Systems expertise and support to business units in achieving its long-term goals and operational requirements by managing and maintaining the functionality, usability and consistency of PSS system while maintaining its compliancy.

**Key responsibilities will include:**

- Research new trends and developments in the industry of PSS and propose enhancements required. Analyze the feasibility of providing the same with a minimum/zero cost to enhance the user experience, productivity, competence & cost reduction, etc. Develop/acquire, test and implement new IT solutions for product enhancements.

- Co-ordinate and liaise with third party service providers, manage service partners and inter-department co-coordinators in regular time periods on system enhancements, requirement clarifications, progress reviews to achieve desired outcome within the agreed time frames to manage the contractual deliverables.

- As per the guidelines given by the managers of the business unit, assess the new requirements of the respective business unit and analyze them and map them with the solutions available within IT and external vendors. Report the feasibilities, costs, and the timelines for the implementations for management approvals.

- Assess the utilization of services under job holder per view and plan the capacity requirements for future considering the growth. Propose the budget requirements of such services for continuous operation with capacity limitations.

- Study & Adhere to the current business processes in the passenger Services & IT systems to ensure Regulatory compliance by following the given company & divisional procedures. Propose solutions for improvements. Maintaining procedures and documentation to ensure IT infrastructure operational requirements and industry standards such as ISO, ITIL.

- For continuous and uninterrupted services attend to the reported incidents and resolve within the stipulated period by working closely with IT Service Desk. Any unresolved incidents escalated to third party should be closely followed up until it is closed. The outcome shall be updated to end users as appropriately. Such critical incidents are to be monitored on a 24x7 basis.

## Requirements

- Bachelor's Degree * in relevant field from a recognized University with minimum of 01 year post qualifying Relevant Experience (* Engineering, Computer Science, General Science with Mathematics, Management Information Systems, Applied Statistics etc.)
  **OR**

- Full professional qualification equivalent to NVQ Level 7 with 3 years post qualifying experience in a relevant discipline.

Upper age limit : 35 years as at 08th September 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**
8.1

**Department Name**
Information Technology

**Application Closing Date**
08/09/2024

**Industry**
Airline - Aviation

**City**
Katunayake

**Province**
western

**Country**
Sri Lanka

**Postal Code**
11450