

JOIN THE MOST AWARDED BANK IN SRI LANKA



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 the first Sri Lankan bank to be listed amongst the Top 1000 Banks in the World.

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.

Site Reliability Engineer

Job Profile

- Actively participate to banks incident management process of IT services covering 24x7 operation
- Investigate and diagnose proactively identified potential issues, issues reported by customers utilizing logs, metrics and other diagnostic tools like APM tools while heading the L1 technical support team
- Setup comprehensive monitoring and alerting systems to detect and respond to issues in real-time
- Monitor the process to maintain system SLO/SLA, review and follow up incidents
- Collaborate with teams to enhance incident response, resolution times and conduct incident post-mortems for continuous improvement
- Proactively identify and address system reliability, performance bottlenecks and preventing downtime
- Document troubleshooting procedures, solutions and best practices for internal and external knowledge bases

Applicant's Profile

- Bachelor's degree in information technology, computer science or a related field which is recognized by the university grants commission
- Minimum 02 year experience in similar capacity
- Understanding of incident management principles, processes and best practices
- APM certifications (DataDog) or ITIL 4 certification is an added advantage
- Basic understanding of application architectures, micro services, middleware, distributed systems, application runtimes (JAVA or IIS) and operating systems (Windows or LINUX)
- Strong problem solving and result orientation skills
- Good interpersonal skills and communication skills

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

Interested candidates are invited to apply for the position, all applications should be routed through our corporate website.

To apply, please visit, www.combank.lk → [Careers](#) → [Open Positions](#) → [Site Reliability Engineer](#)

 **COMMERCIAL BANK**