

# 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.

## Engineer – IT Support Services

### JOB PROFILE

- Responsible for the incident management process from start to finish
- Supervise and manage the Level 1 and Level 2 support teams, ensuring timely resolution of technical issues
- Oversee the identification, investigation and resolution of incidents
- Coordinate with technical teams for timely resolution of incidents
- Escalate incidents as needed and provide timely updates to stakeholders
- Provide technical leadership and guidance to the support teams, ensuring high-quality service delivery
- Continuously review and enhance incident management processes and procedures
- Analyse incident data to identify trends and areas for improvement and communicate findings to stakeholders

### APPLICANT'S PROFILE

- A Bachelor's Degree in Computer Science recognized by the University Grants Commission
- Minimum of two (02) years' work experience in a similar capacity
- Strong attention to detail and outstanding analytical and problem-solving skills
- Strong technical background with knowledge of IT infrastructure, networking and software systems
- Experience in leading teams in a fast-paced environment
- Excellent communication and interpersonal skills
- Ability to analyse complex problems and develop effective solutions

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](http://www.combank.lk)

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 **COMMERCIAL BANK**