IT Governance & Business Continuity Specialist

Katunayake, Sri Lanka | Posted on 12/12/2023

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About us

SriLankan Airlines Ltd (SLA), 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.

Job Description

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.

The post holder is responsible to execute the IT Business Continuity Management (ITBCM) and Governance of IT Systems/Services with the participation of Internal (IT) and External (Business) stakeholders considering all critical IT Systems/Services and Applications to ensure the continuity of Airline business operations. Responsible for all IT Audits and System Reviews. Centrally coordinate and manage all IT agreements, including but not limited to, Maintenance, Support, and Service Level and Operational Level agreements. Ensure adherence to ITBCM processes and procedures through continuous service and system monitoring supported by recoverability options to avoid/minimize the impact on critical and core business processes and operations in the Airline.

Key responsibilities will include:

- Timely execution of all activities in IT business continuity and disaster recovery calendar including coordination, monitoring, and formulating reports with supporting evidence. Provide monthly status updates to management. Initiation of notifications and getting approvals for Disaster Recovery (DR) drills 10 working days prior to the drill. Setting up Initial technical and process discussions with stakeholders of the DR drill. Participating in the DR drills as an observer. Generating reports for the drills.

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  Schedule and participate in Service Review meetings to optimize compliance requirements in information security, service delivery, and business continuity. Formulate a dashboard on the Service Performance of Group IT Services for management. Schedule and coordinate service review meetings and follow up on action items and meeting minutes. Escalate service availability incidents and follow up on resolutions.

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  Frequent follow-up and track audit findings closure, IT Contracts, and IT procurement statuses. Follow-up and track action items/control implementation against identified risks in the Enterprise Risk Management framework. Track Information Security and Service Continuity related incidents till resolution. Provide timely status updates on Group IT Audits, Risks, and Procurement to management on a weekly and monthly basis. Consolidate all IT governance key performance indicators- KPI (ISO 20000, ISO 27001, ISO 27701, ISO 9001, and BCM) from all stakeholders and formulate a dashboard.

Job Information

Grade
8.1

Department Name
Information Technology

Application Closing Date
28/12/2023

Industry
IT Services

City
Katunayake

Province
Western

Country
Sri Lanka

Postal Code
11450