



We are Sri Lanka's premier private sector commercial bank. Our visionary journey has taken us beyond the realms of business as we have made a conscious effort to go where no bank has dared to go; from downtrodden villages long-forgotten, to the world across the shores. The driving force behind this epoch-making journey is our strong team of achievers, affectionately known as the Hatna Family. As we continue to make history and move ahead, we invite dynamic and ambitious individuals to join us in our trailblazing banking saga.

We are looking for bright minds to help us create a world of happy experiences.

IT SYSTEM SUPPORT ASSOCIATE (FIXED TERM CONTRACT)

Key Duties and Responsibilities

- Completion of assigned activities of the shift: successfully and accurately complete all operational activities within specified timelines, ensuring no errors or issues that impact business operations.
- Compliance and certification: ensure all processes/tasks align with compliance standards and maintain relevant documentation.
- Perform system monitoring activities: monitor system services regularly to ensure smooth system functions and availability.
- Completion of payment systems online activities: adhere to system cut-off times and complete payment application system activities on time.
- Coordination with end users for daily operations support: provide daily reports on time, process/upload/download data promptly, and handle technical operations efficiently.

Capabilities

- Able to work on shift basis, including late hours and holidays when required.
- Strong team player with excellent interpersonal skills.
- Ability to perform multiple tasks simultaneously and work well under pressure.

Qualifications

- Higher Diploma in Information Technology, BCS Diploma in IT, BSC PGD, or 1st year in IT Degree from a recognized university (ongoing).
- Diploma in Information Technology (obtained over a minimum period of six months) / NVQ Level 5 or 6
- Knowledge in Microsoft applications and Unix is advantageous.
- Any other equivalent professional qualification acceptable by the Bank (e.g., CompTIA A+ Certification).

Experience

- Minimum 6 to 12 months work experience in IT - related environments will be an added advantage.

Age

- Below 23 years.

Interested candidates are invited to apply for the position
All applications must reach us by.

15th April 2024