



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.

SYSTEMS ENGINEER – MICROSOFT OPERATIONS (EXECUTIVE GRADE)

Job Role

The Systems Engineer shall manage and administer across Microsoft Cloud technologies such as Azure services, Office 365, patch management, on-prem Exchange, Active Directory, SCCM, and Windows-based hosted infrastructure to help internal customers solve Cloud-based and on-prem technical issues that they may face. Additionally, provide technical support to internal customers for their daily tasks by offering support through technical remediations and solutions and escalating issues to the next level, when an issue can't be remediated within the support team.

Responsibilities

- Managing, monitoring, troubleshooting and administrating Office 365/Exchange Email Servers, gateways, moderations, creations and deletions, quarantined emails, enterprise active directory, mobile device management and email access on mobile.
- Managing, monitoring and troubleshooting enterprise file server solutions, backup and restore producers of Production Systems and System Center Configuration Manager, such as remote logins to the client PCs, Microsoft Patch/Windows update deployments, SCCM client installation and managing distribution points etc.
- Email quarantine control, e-mail policy maintenance and administrating e-mail security while assisting to host important enterprise meetings through video teleconference technologies remotely.
- Providing remote support during non-business hours on need basis and onsite support during critical situations/service outages as desired by the management.
- Providing periodic compliance reports for various audit requirements.
- Manage and administer vendor SLAs.

Qualifications

- Bachelor's degree in Computer Networking, Information Technology, BIT, BCS or an equivalent professional qualification.
- Microsoft Certified Solutions Expert (MCSE) and other Microsoft-related Cloud certifications will be an added advantage

Work Experience

- Minimum of 05 years of experience in the capacity of System Engineer/ System Administrator (particularly Microsoft technologies) with partly acquired academic/professional qualifications mentioned above.
- Or
- Experience in large-scale banking sector enterprise production environments including implementing, configuring, troubleshooting, and maintaining Microsoft technologies, collaboration, end-user computing.
- Overall experience in handling enterprise server infrastructure environments will also be an added advantage

Skills and Capabilities

- Establishing and maintaining effective working relationships with other department staff, management and vendors.
- Troubleshooting, resolving and responding to infrastructure issues and problems and coordinating solutions with outside vendors, users, and information technology staff.
- Communicating and coordinating with co-workers, customers, and vendors.
- Working effectively under pressure, meeting deadlines, and adjusting to changing priorities.
- Administrating the projects and making decisions in fast-paced, difficult environments.
- Effectively responding to inquiries.

Interested candidates are invited to apply for the position

All applications must reach us by:

5th March 2024

APPLY VIA XPRESSJOBS

