

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.

Senior Engineer / Lead Engineer – IT Service Management

JOB PROFILE

- Position plays a crucial role in supporting ITSM operations by assisting in Problem Management, Change Management, Configuration Management and ensuring compliance with ISO20000 standard and Disaster Recovery (DR) coordination
- The role is essential in maintaining service stability, enhancing IT governance and ensuring compliance with banking IT standards
- Problem & Incident Management - Analyzing incident trends, conducting root cause analysis and assisting in resolution tracking
- Configuration Management - Maintaining the CMDB, aligning CI changes with approved change requests and supporting configuration audits
- Change Management Enablement - Ensuring proper documentation and required approvals within the Change Management process and facilitate the CAB meetings
- IT Standards & Compliance - Supporting ISO20000, ISO22301 and PCI DSS compliance through audits, documentation and awareness sessions
- Disaster Recovery Coordination - Participating in DR drills, coordinating with the BCM unit and ensuring accurate DR documentation
- Technical Support - Promoting ITSM tool usage and best practices while tracking, reporting and managing IT services

APPLICANT'S PROFILE

- B.Sc. degree in Information Technology or a related field
- 03 to 04 years of experience in IT Service Management & Governance
- Knowledge of ISO20000 standards and ITSM systems
- A thorough understanding of Change Management, Problem Management & Configuration Management
- Strong analytical skills
- Strong verbal and written communication skills
- Strong team management and stakeholder management abilities
- ITIL V3/V4 Foundation certification would be an added advantage
- Hands-on experience in ITSM tools

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

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IT Service Management](#)

 **COMMERCIAL BANK**