

BUILD YOUR CAREER WITH CARGILLS BANK

Banking Assistant - IT Operations

KEY RESPONSIBILITIES

- ✓ Manage and ensure proper operation of end user equipment and IT facilities including Computers and other peripheral devices while ensuring all devices have adequate network connectivity
- ✓ Provide Networks and IT services for new branches / branch expansions assuring timely delivery of IT facilities, visit branches when needed
- ✓ Ensure proper operation of all software installed on end-user devices
- ✓ Support administrators in installation and maintenance of Data Center and IT infrastructure
- ✓ Respond to Service Desk inquiries in an efficient and courteous manner whilst providing immediate solutions on IT related issues and follow-up to ensure issues have been resolved
- ✓ Manage call systems of Branches, Head Office, DR and BCP locations
- ✓ Carry out EOD, Backup, Backup Movement and other daily operations on a roster basis on both day and night shifts to provide IT support to customers and users
- ✓ Monitor all system activities and alarms to escalate any issues
- ✓ Carry out Hardware repairs of IT equipment, liaise with vendors and carry out necessary purchases for such repairs
- ✓ Maintain, Manage and Implement of PCI DSS and ISO recommendations

QUALIFICATIONS & EXPERINACE

- ✓ Possess a minimum of 2 years of experience in the IT industry preferably in the Banking / Finance industry
- ✓ Full / part professional qualification in Networking / IT Infrastructure
- ✓ HND or Bachelor's degree in IT
- ✓ Strong problem solving, Incident handling, troubleshooting and analytical skills
- ✓ Must be a team player with good communication / negotiation and interpersonal skills

Interested candidates are invited to forward their CVs to career@cargillsbank.com mentioning the post applied for, in the subject line of the email on or before 02nd March 2026.

Head of Human Resources

Cargills Bank PLC

No. 696, Galle Road, Colombo 03.



Fitch Rating A(Ika)

www.cargillsbank.com f @ in

Cargills Bank PLC is a licensed commercial bank supervised by the Central Bank of Sri Lanka

