

# 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](mailto:career@cargillsbank.com) mentioning the post applied for, in the subject line of the email on or before **02<sup>nd</sup> March 2026**.

Head of Human Resources  
Cargills Bank PLC  
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Fitch Rating A(lka)

[www.cargillsbank.com](http://www.cargillsbank.com) f @ in v d

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

