

## **Lead Systems Engineer (Commercial Systems)**

### **Vacancy Description**

**SriLankan Airlines Ltd, the national carrier of Sri Lanka operates with a network of destinations throughout Asia, the Middle East, Europe and Australia. The airlines has a strong presence in Maldives and Southern India. SriLankan is a member of the oneworld alliance.**

**SriLankan IT Systems drives the airline's IT strategy through digital transformation, technology adoption, data modeling, business intelligence, and business continuity. The focus is on transforming business and operational processes, expanding digital passenger reach, and improving customer experience through solutions design, development, and integrations while enhancing airline IT domain knowledge. Award-winning SriLankan IT team is seeking a dynamic individual to join as a Lead Systems Engineer (Commercial Systems).**

**The individual is responsible of assisting the Lead IT Business Systems team to deliver effective IT solutions and services to the business requirements of Commercial Division through constant communication, engagement and by utilizing the right combination of innovative & proven technologies in the industry to improve productivity. Optimize the usage of existing solution and increase the efficiency and effectiveness of the job function & propose system enhancements to benefit the users and achieve the maximum ROI of the systems.**

### **Key responsibilities will include:**

- Process Improvements: Be innovative and introduce new technologies, processes and solutions to increase user experience & transform digitally. Coordinate with the internal users and users of shared service partners and maintain continuous communication for user and management updates.**
- Project Management: Manage the delivery of solutions and, using the analytical and software Engineering resources allocated to the project, achieve the targets of quality, cost benefits and timescales. Project follow up, daily, weekly with relevant parties and provide regular updates to Manager IT Business Systems (MITBS) and IT Business Systems Manager (ITBSM). Review project status, progress, documentation, and methods and introduce improvements as necessary. Review resources requirements regularly.**
- Lead technical support teams and user groups and ensure incident, problem, capacity, change, and configuration & request management processes are implemented & followed to meet agreed Service Level Agreements & Operational Level Agreements in all areas related to Internet Booking Engine (IBE) and Frequent Flyer Program (FFP).**
- IT align with business: Help the line Managers review business plans and objectives with business managers to update and agree the detailed work program. Assist line management in the detailed definition of projects and in producing resource, infrastructure, and investment plans. Assist Line Managers manage the relationships with external suppliers and internal specialist groups, agreeing the plan, deliverables, and timescales for the services to be provided.**
- Ensure continuous improvements to the existing IT systems at E-commerce, & Commercial operations evolving current solutions, introducing emerging technologies & new practices whenever appropriate to achieve cost & performance benefits.**
- Establish & maintain standards, build processes, procedures and documentation to ensure the reliability and serviceability of IT system and infrastructure meeting operational requirements and industry standards such as ISO/ISMS, ITIL.**
- Establish good and strong relationship with vendors, service providers and internal functional groups building a partnership to bring in change to take the business to the future by improving revenue, efficiency and minimizing the overall cost.**

## **Requirements**

- Bachelor's Degree \* in relevant field from a recognized University with minimum of 04 years post qualifying Relevant Experience (\* Engineering, Computer Science, General Science with Mathematics, Management Information Systems, Applied Statistics.)**  
**OR**
- Full professional qualification equivalent to NVQ Level 7 with 6 years post qualifying experience in a relevant discipline.**

**Age to be not more than 35 years as at 31st March 2025 which is the closing date.**

**Be a Sri Lankan Citizen.**

**Employment will be offered on fixed term contract.**

**Influencing will be a reflection of unsuitability.**

**We are an equal opportunity Organization.**

**Please note that we will correspond with you within a month of closing the advertisement in the event your application is shortlisted for consideration.**

**Category - Airline - Aviation**

**Start date - 21/03/2025**

**End date - 31/03/2025**