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Job 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 Airline has a strong presence in the 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 Senior Technical Supervisor.

The individual is responsible To provide effective technical supervision and operational support for End User Computing (EUC) services, ensuring the reliable, efficient, and customer-focused delivery of end-user devices, applications, and associated IT services. The role is responsible for incident analysis, problem identification and resolution, adherence to change management processes and policies, and the timely resolution of end-user technical issues. It also provides operational guidance to Engineers and the IT Service Desk to ensure the smooth operation of IT infrastructure, develops and guides supervised staff, and maintains strong partnerships with internal and external support teams to continuously improve EUC service delivery and meet evolving business and end-user requirements.

Key responsibilities will include:

- Attending the incidents assigned by IT service desk on timely manner to solve the issues and to fulfil service requests to ensure smooth IT services that meet agreed service levels.
- Assure effective on-site and remote customer support services for the purpose of providing an efficient and exceptional customer service that exceeds customer expectations.
- Supervise and guide the technical team to ensure that technical support team is effective. Efficient and sufficient knowledge is maintained to handle incidents, problems and work orders that will satisfy customer technical support requirements.
- Plan and carry out routing preventive maintenance of IT equipment and application services to avoid potential technical failures and breakdowns on regular basis.
- Coordinating the activities with regard to the deployment of IT equipment with IT stores, IT internal service executives and engineers to ensure that possible minimum time is taken for these deliveries and activities.
- Reviewing the current procedures to suggest and implement service improvement initiatives to ensure that they meet Operation Level Agreements OLA) as specified.

Requirements

02 Passes in GCE A/L (Science) and 06 Credits in GCE O/L including Credits in English & Mathematics with Higher National Diploma in ICT equivalent to NVQ Level 6 with 04 years post qualifying relevant experience.

OR

Full professional qualification equivalent to NVQ Level 07 and 02 years post qualifying experience in a relevant discipline.

Note: Trainee and internship experience will not be considered as work experience.

Be a Sri Lankan citizen.

The upper age limit should be 30 years as of 27th September 2026, which is the closing date.

Employment will be offered on fixed term contract.

We are an equal opportunity organization.

Influencing will be a reflection of unsuitability.

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

[I'm interested](#)

SriLankan | Full time

Senior Technical Supervisor

Katunayake, Sri Lanka | Posted on 17/09/2026

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Job Information

Division Name
Information Technology

Date Opened
17/09/2026

Application Closing Date
27/09/2026

Job Type
Full time

Industry
Airline - Aviation

City
Katunayake

Province
Western

Country
Sri Lanka

Postal Code
11450