

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 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 dynamic individual to join as a Product Specialist.

The individual is responsible of providing necessary support and expertise to business units mainly on Passenger Service System (PSS) and related systems in achieving its long-term goals and operational requirements by managing and maintaining the usability and consistency of PSS.

Key responsibilities will include:

- Study and familiarize with current business processes in passenger service system while giving more focus on Online Services aspects together with related systems and propose solutions for the improvement of the working standards of the Internet Booking Engine. Review the outcome periodically with the process owners for further improvement.
- Co-ordinate and liaise with third-party service providers, manage service partners, and inter-departmental co-ordinators on system enhancements, requirement clarifications, and progress reviews to achieve the desired outcomes within the agreed time frames to manage the contractual deliverables.
- Investigate the latest advancements in the industry, particularly regarding passenger service system providers that offer a variety of new functionalities tailored to the requirements of airlines and the sector. Adopt and apply these features to improve user experience, increase efficiency, enhance capabilities, and reduce costs.
- Maintain all system versions and levels up to date under the purview, while ensuring to minimize of any related transaction costs. All new features of such upgrades shall be communicated to end users and activate them where necessary while maintaining consistency and continuity. Extensive testing is an integral part of this task.
- Carry out assigned tasks and projects within agreed timelines to achieve the desired outcomes assisting solution design within budget & resources. All Project management related documents must be prepared with the project and handover to project office at the end of the project for compliance purpose.
- For continuous and uninterrupted services, escalate incidents and problems to respective support parties both internal and external and closely follow-up with timely updates until the issue is resolved and closed. The final outcome shall be updated to end users as appropriately. Such critical incidents to be monitored on a 24x7 basis.

Requirements

- Bachelor's Degree * in relevant field from a recognized University with minimum of 01 year 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 3 years post qualifying experience in a relevant discipline.

Age to be not more than 35 years as at 17th October 2024 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.

Job Information

Grade

8.1

Department Name

Information Technology

Date Opened

07/10/2024

Application Closing Date

17/10/2024

Job Type

Full time

Industry

Airline - Aviation

City

Katunayake

Province

Western

Country

Sri Lanka

Postal Code

11450