# 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 an Airport IT Manager.

The individual is responsible of continuously improving airport IT operations and enhancing the overall passenger Digital Experience. This role includes managing key projects, collaborating with vendors to ensure technology aligns with the strategic goals of Airport & Ground Services, and maintaining the seamless operation of critical systems. The Airport IT Manager also drives innovation by introducing advanced technologies, such as self-service kiosks and mobile apps, while playing a key role in overseeing and advancing both Information Technology (IT) and Operational Technology (OT) to optimize efficiency and elevate customer satisfaction.

**Key responsibilities will include:**

- Manage and deliver Airport IT projects by coordinating with relevant IT and business unit management, ensuring that reports on status, progress, testing, acceptance, and documentation are provided in a timely manner throughout the project lifecycle, including, and not limited to, establishment of Service Agreements in collaboration with internal and external stakeholders to increase transparency and operational management.

- Drive the adoption and implementation of technologies such as self-service kiosks, mobile apps, and automated processes to improve passenger flow and reduce wait times. Continuously monitor and upgrade passenger-facing systems to meet evolving customer expectations and enhance the overall travel experience. Streamline passenger processing and reduce waiting times through the implementation of advanced self-service and automation technologies.

- Manage Relationships with External Suppliers and Internal Specialist Groups. Establish and agree upon plans, deliverables, and timescales for the services to be provided. Coordinate and liaise extensively on business requirements, technical design, interfacing, and testing. Oversee detailed testing in collaboration with the business to ensure all requirements are met. Oversee relationships with Aviation IT vendors, ensuring that the services provided meet established performance standards. Work closely with internal stakeholders, including operations, security, and customer service teams, to ensure that technology solutions align with the airport's operational needs.

- Liaise with customer Airlines to ensure streamlined Airport Operations and facilitate IT services. Work closely with both internal and external service providers to ensure seamless integration and performance. Monitor and ensure that IT services are invoiced to the respective airlines in accordance with the agreed Service Level Agreements (SLAs). Responsible to increase revenue through provision IT Services to Airlines.

- Maintain the Confidentiality, Integrity, Security and Availability of IT systems by leveraging monitoring, analytical, Cyber Security, IT/OT resources to meet compliance with industry standards. Develop and execute contingency plans to handle Airport IT System outages, or cybersecurity threats. Ensure uninterrupted availability of Airport IT Services by developing and maintaining a 24/7 monitoring and support system. Act as the decision-maker for any IT-related incidents, providing immediate resolution to minimize operational disruptions.

- Identify and evaluate emerging technologies that can be leveraged to improve operational efficiency and enhance service delivery. Lead the implementation of digital transformation initiatives aimed at modernizing the airport's IT systems and processes. Successfully implement new technologies and/or process transformations annually that contribute to operational efficiency or enhance the passenger experience.

- Maintain IT operations within the allocated budget, achieving cost savings through efficient resource management and vendor negotiations. Attain a stakeholder satisfaction rate of 90% or higher for IT service delivery and responsiveness. Coordinate with internal teams to manage airport IT revenue, including invoicing, charging, accounting, and updates. Track IT expenditures for the Airport & Ground Services division and ensure timely settlement of invoices for IT services.

- Oversee new station DCS (Departure Control System) implementations, from setup and testing to validating operational requirements. Coordinate with both internal and external stakeholders to ensure the resolution of any issues, ensuring smooth and uninterrupted operations. Standardize system features across all stations by updating them with the recommended DCS applications. Direct the installation, configuration, and ongoing maintenance of IT systems at over 30 online stations, including networks, servers, and databases. Ensure the seamless performance of all IT and operational technology (OT) systems, covering passenger-facing services as well as backend support systems. Ensure a 99.9% uptime for critical IT systems, minimizing downtime and service disruptions.

# Requirements

- Bachelor's Degree* with at least 04 years post qualifying work experience at Executive level out of which at least 02 years at Senior Executive Level with industry certification from a Professional Body on relevant competency. (* Engineering, Computer Science, General Science with Mathematics, Management Information Systems, Applied Statistics) OR

- Full professional qualification equivalent to a degree with 5 years' experience out of which 2 years in Senior Executive level in a relevant discipline.

**Age to be not more than 40 years as at 04th November 2024 which is the closing date.**

Be a Sri Lankan citizen.

Influencing will be a reflection of unsuitability.

We are an equal opportunity Organization.

Employment will be offered on fixed term contract.

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