



## Job Advert Details

Some careers have more impact than others.

If you're looking for a role where you can continue to make an impression, take the next step at HSBC where your contributions will always be valued.

Operations, Services and Technology is a pivotal part of the Group, providing essential operational and technical support to our global businesses and helping improve customer service and efficiency. Operations, Services and Technology combines global expertise and technology to help keep us ahead of the competition.

We are currently seeking an experienced professional to join our team in the role of IT Officer - Operations and Incident Management.

### Principal Responsibilities

- Responsible for managing IT operation, Incident Management and Application development related tasks.
- Responsible for the Command Centre Operational functions and maintenance of local application landscape.
- Be able to handle banking system environment to provide the user to perform their daily operations smoothly.
- Monitor 24x7 for production systems including all local applications.
- Take necessary actions on service impacting alerts and delivering services as per the DevOps Model.

### Requirements

- Applicable for Sri Lankan nationals only.
- Bachelor's degree in computer science, Information Technology, or equivalent Qualification
- 5+ Years of experience in supporting banking systems and development PC based banking application.
- Knowledge and experience on Application development using VB .Net, Java and Python.
- Strong understanding of banking processes, products, and regulatory requirements.
- Knowledge in troubleshooting, maintaining banking systems and third-party software.
- Creative thinking, strong initiatives, interpersonal, communication and influencing skills, in bringing improvement and high-quality service to user.
- Knowledge on SDLC and Agile Concepts and Business analysis.
- Excellent understanding of how technology adds value to the business proposition and ultimately the end customer, both internal and external.
- Proven ability to be flexible and cooperative whilst in pressurized situations.

When applying, please submit a full resume.

You'll achieve more at HSBC.

HSBC is committed to building a culture where all employees are valued, respected and opinions count. We take pride in providing a workplace that fosters continuous professional development, flexible working, and opportunities to grow within an inclusive and diverse environment. Personal data held by the Bank relating to employment applications will be used in accordance with our Privacy Statement, which is available on our website.