

Sri Lanka's First Development Finance Company Wants You !



IT COORDINATOR

Job Role:

- Manage the IT helpdesk operations, ensuring timely resolution of technical issues.
- Coordinate between the IT team and business users to address support requests and provide updates.
- Oversee the tracking and management of helpdesk tickets, ensuring adherence to service-level agreements (SLAs).
- Assign tasks to IT technicians based on priority and availability.
- Identify recurring issues and work on improving helpdesk processes and efficiency.
- Generate reports on helpdesk performance, including ticket resolution times and user feedback.
- Ensure compliance with company policies and IT best practices.
- Collaborate with other departments to understand IT needs and provide necessary support.

Qualifications:

- Bachelor's degree (or currently pursuing) in Information Technology, Computer Science, or a related field.
- At least 1 year of experience in IT support or coordination roles.
- Strong knowledge of IT systems, helpdesk operations, and ticketing systems.
- Excellent communication, organizational, and problem-solving skills.
- Ability to manage multiple tasks and work well under pressure.

IT TECHNICIAN (JUNIOR EXECUTIVE)

Job Role:

- Provide technical support to staff by diagnosing and resolving hardware, software, and network issues.
- Assist with the installation, configuration, and maintenance of IT equipment (computers, printers, network devices, etc.).
- Troubleshoot system failures and maintain optimal IT operations.
- Respond to helpdesk tickets and escalate issues when needed.
- Maintain IT inventory and update system documentation.
- Support users with system setup and troubleshoot access or technical issues.

Qualifications:

- Diploma or HND in Information Technology, Computer Science, or a related field (or currently pursuing).
- At least 1 year of experience in IT support or a related technical role.
- Knowledge of computer hardware, software, and basic networking (LAN, Wi-Fi).
- Ability to install, configure, and troubleshoot IT systems.
- Strong communication skills and a proactive, customer-focused approach.
- Ability to work efficiently under pressure and manage multiple tasks.

How to Apply:

Interested candidates are invited to email their resumes with the contact details of two non-related referees to careers@sdf.lk