



Application Support Engineer

Join Our Team: Level up your career with CISI!

CISI is a dynamic and innovative company committed to delivering high quality services to our clients. We pride ourselves on fostering a collaborative and inclusive work environment that values creativity, continuous learning, and excellence. As we continue to expand our operations, we are seeking a talented and motivated Application Support Engineer to join our team of around 15 software engineers based in Colombo, Sri Lanka.

Headquartered in the United Kingdom and established over 30 years ago, the Institute, which is also a registered charity, has a global workforce of over 180 staff and net reserves of over Rupees 3 billion (30,000 lakhs).

For further information please visit www.cisi.org

You will be working in our modern premises in the heart of Colombo's bustling commercial district, in a friendly company environment where we actively encourage a healthy work/ life balance. Our Working hours are Monday to Friday, 9am to 6pm, and we are closed on Poya days.

Check out this video we made to give you a glimpse into life at CISI. Please click [here](#)

You are required to :

- Support applications in C#, SQL, JavaScript, CSS, .NET MAUI, Entity Framework, and Linq.
- Diagnose and troubleshoot technical issues reported by users or monitoring systems.
- Collaborate with teams to prioritize and implement solutions.
- Analyze logs, databases, and code to find root causes of issues.
- Work with development teams to resolve technical problems and implement fixes
- Help users with application queries, providing clear instructions.
- Create and update documentation, knowledge base articles, and FAQs
- Implement and maintain tools to identify potential issues.
- Work with development teams to improve application performance
- Stay current with industry best practices and new technologies.
- Suggest and implement improvements to enhance application support efficiency.

We are looking for talented individuals with the following qualifications, skills, and experience:

- Bachelor's degree or any other relevant education in Computer Science, Information Technology, or a related field.
- Proven experience in application support with expertise in C#, Microsoft SQL, Javascript, CSS, Entity Framework, and Linq.
- Strong troubleshooting and problem-solving skills.
- Excellent communication and interpersonal skills.
- Ability to work collaboratively in a fast-paced and dynamic environment.
- Familiarity with Agile development methodologies is a plus.

We also offer a competitive salary and a wide range of benefits after probation. These benefits include :

- ✓ Hospitalization cover for you, your spouse, and children
- ✓ Life insurance Cover
- ✓ Medical reimbursement allowance
- ✓ Travel Allowance
- ✓ Wellness Allowance
- ✓ Hybrid working arrangements

Please send us your CV, with details of the technologies you are using at work, and your salary expectations to jobs@cisi.org