



# HDFC BANK

**This is an ideal opportunity to advance your career in banking, with a bank which has served the nation for over four decades. We provide shelter and support in fulfilling the aspirations of Sri Lankans including business community through diversified financial solutions.**

**The HDFC Bank is looking for competent, dynamic & result-oriented individual with a proven track record to fill the following position.**

## **MANAGER – DIGITAL AND ELECTRONIC CHANNELS SUPPORT**

### **Job Profile:**

- Develop and execute the digital banking strategy in alignment with the organization's overall goals.
- Identify and evaluate new digital banking trends, technologies and opportunities to enhance the customer experience and drive growth.
- Development, implementation and maintenance of digital banking platforms and services.
- Oversee the development and continuous improvement of digital banking products and services.
- Ensure products are user-friendly, secure, and provide a seamless experience across all digital channels.
- Enhance the digital customer experience by improving the usability, accessibility, and functionality of digital banking platforms.
- Analyze customer feedback and digital usage patterns to identify areas for improvement and increase customer engagement
- Monitor the performance of digital banking channels and services using analytics to track user activity, adoption rates, and customer satisfaction.
- Ensure all critical systems are available 24x7
- Ensure all digital banking platforms and services comply with regulatory requirements and industry standards.
- Lead, mentor, and develop a team of digital banking professionals, fostering a culture of innovation.

### **Candidate prerequisites:**

- Bachelor's degree in computer science, information technology, or a related field.
- Having project management qualifications would be an added qualification.

### **WITH**

- Should have at least 04 years of experience in software development projects.
- Should have at least 02 years of experience in managing, developing and implementing digital banking platforms.
- Understanding of the technical infrastructure needed to support digital banking services.
- Experience in leading and managing IT teams.
- Experience in integrating digital solutions with core banking systems and other financial technologies.
- Working with cross functional teams would be an advantage.
- Understanding of cybersecurity principles and familiarity with industry regulations and standards
- Strong communication skills.

- **Age:** should be between 35 years to 45 years as at the closing date of applications.

➤ **Remuneration: An attractive remuneration package awaits the right candidate.**

## APPLICATION PROCEDURE

Applications with two non-related referees should be sent via email to [careers@hdfc.lk](mailto:careers@hdfc.lk) on or before **01<sup>st</sup> March 2026** indicating the position applied in the subject line of the e-mail. The referees must include at least one from candidate's previous employment.

Those who do not possess the required qualifications and experience as at the closing date will not be eligible to apply for the above posts. Any application not meeting the required qualifications or received after the deadline will be rejected without any notice.

Candidates who fail to provide originals of relevant documents at the interview will not be appointed under any reason.

Any form of canvassing will be a disqualification.

HDFC Bank reserves the right to postpone or cancel the recruitment. Only shortlisted candidates will be contacted for the next step of the recruitment process.

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