



བགྲིས་བརྗེ་དོན་བརྒྱུད་འབྲེལ་སྒྲེར་སྡེ་ཚང་འཛིན།།

Tashi InfoComm Private Limited

JOB DESCRIPTION

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| Job Title | Contact Center Engineer | Report to | Manager, ERP,CC and IT Support |
| Department / Unit | Management Information System Department | Supervises | None |
| Purpose of the Department / Unit: The ERP, Contact Center and IT Support Section is responsible for operation and maintenance of ERP, Contact Center modules including solution implementation, handling customer care and monitoring equipments. | | | |
| Brief duties and responsibilities: <ol style="list-style-type: none">1. Supervision the installation of Contact Center (CC) hardware subsystem, application and testing2. Familiarization Contact Center Solution, their functionality and features3. Customization of Contact Center solution based on the business requirement4. Operation, Maintenance and management of Contact Center Solution and associate hardware devices5. Providing training to Contact Center and IP telephony end users6. Establish of system backup and recovery procedure and taking appropriate step for data disaster management7. Upgrade and expansion of Contact Center solution and hardware as directed by the Management8. Development of various reports9. Documentation of system modification/changes carried out10. Establish proper access to the Equipment.11. Acquisition of skills at a progressively higher level through self-learning, training and interaction with other staff with the objective of gaining expert level knowledge with the various component of the Contact Center application, services and hardware.12. Keeping abreast of newer application and briefing the immediate supervisor and Department head on the prospective application and their impact.13. Review current infrastructure and make recommendations for optimization where applicable14. Perform research and development for future Contact Center technologies based on company needs and technology trends15. Maintaining proper code of conduct as dictated by the company policy or service rules16. Be contactable, available and responsive at all times on your official number, official email account and official group in Telegram, to attend to the needs of the company, employees, customers and external agencies17. Execute, implement and achieve all the goals and targets as per the Annual Performance Goals with precision and within deadlines18. Take up roles and responsibilities of other officials in their absence in the department.19. Perform any other tasks and duties as and when assigned by the Immediate Supervisor / Head of Section / Head of Department / Managing Director / Management | | | |
| Working conditions: <ul style="list-style-type: none">- The employee will be required to carry out skill-based work involving application and maintenance of database. She/he should have a basic knowledge on SQL queries, | | | |



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| <p>oracle database and using PL/SQL client, Cisco Contact Center, and IP telephony. While the employee is expected to follow normal work hours, he/she is required to work overtime, late at night or on holidays if the situation demands. The employee shall be provided with hands on training as well as informal one on the aspects of the job. However, the employee should do a lot of self-learning using the resources provided.</p> |
| Essential Qualification/Education: Bsc. Computer Science/IT, BCA(3 or 4 years) |
| Desired Qualification:NA |
| Essential Experience: NA |
| Desired Experience: NA |
| Essential Training: NA |
| Desired Training: NA |
| Job related skills and abilities: Na |
| <p>Personal attributes:</p> <ul style="list-style-type: none"> • Proactive and time Management • Multi-tasking / Adaptable / Flexible • Honesty and Integrity • Positive attitude • Enthusiastic • Balanced attitude to work and life adaptability • Dependable • Sense of ownership / accountability / Self supervision • High team spirit / interpersonal relationship |

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| Job Location | Thimphu | |
| Employment Nature | Regular | |
| Grade | P Step 13 for 3 years Degree & P Step 12 for 4 years Degree | |
| Date of joining | Will be informed via telephonic call | |
| Remuneration for 3 years Bachelors Degree (P Step 13) | <p>First year of service excluding probation period: Pay Scale: Nu. 28,190 - 705 - 35,328 Basic salary: Nu. 28,190.00 Medical Allowance: Nu. 2,349.00 Provident Fund: Nu. 2,819.00 Corporate Allowance: Nu. 11,981.00 Communication Allowance: Nu.750.00 Gross Salary: Nu. 46,089.00</p> | <p>From second year of service: Basic salary: Nu. 28,895.00 Medical Allowance: Nu. 2,408.00 Provident Fund: Nu. 2,890.00 Corporate Allowance: Nu. 23,962.00 Communication Allowance: Nu. 750.00 Gross Salary: Nu. 58,905.00</p> |



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| Remuneration for 4 years Bachelors Degree(P Step 12) | First year of service: Pay Scale: Nu. 31, 573 - 789 - 39,466 Basic salary: Nu. 31,573.00 Medical Allowance: Nu. 2,631.00 Provident Fund: Nu. 3,571.00 Corporate Allowance: Nu. 13,418.00 Communication Allowance: Nu. 750.00 Gross Salary: Nu. 51,529.00 | From second year of service: Basic salary: Nu. 32,362.00 Medical Allowance: Nu. 2,696.00 Provident Fund: Nu. 3,236.00 Corporate Allowance: Nu. 26,837.00 Communication Allowance: Nu. 750.00 Gross Salary: Nu. 65,881.00 |
| Other allowances and benefits | Other allowances and benefits like leave, Leave Travel Concession, leave encashment, mobile data, bonus, etc. shall be applicable as per the Service Rules and Regulations of TIPL 2008. | |