JOB DESCRIPTION

Job Title	Head, Software Development	Report to	Managing Director
Department / Unit	Software Development	Supervises	Yes

Purpose of the Department / Unit: Software Development provides end-to-end software solutions for organizations (enternal & External) including application development & integration, system deployment, quality assurance & testing, and overall Project Management in an effort to help organizations build and implement the best solutions for their business needs

Position Summary:

- To lead the software development team(s) within the Company;
- Ensure that the software delivered to the customers are developed with the right level of quality, schedule and in accordance to the software standards
- Ensure that the software delivered is fully tested and documented.

Brief duties and responsibilities:

- To lead the development and lifetime maintenance of software products as per the product line and ensure best practices. Responsible for managing the continuous improvement process within the software product's lifecycle.
- Build technology plans, policies, visions and strategies to help organization achieve its goals to improve the delivery of quality software services.
- Plan, control and direct investment in line with established policies and principles taking into account evolving and legacy software technologies.
- Design strategies and roadmaps to provide convincing software capabilities, which help organizations, meet business objectives.
- Design, develop and implement software rollout plan including maintenance, configuration, and releases management
- Build clean, well-structured and documented reusable code libraries for increased efficiencies and productivity. Take strategic decisions on whether existing legacy code bases can be reused.
- Supervise all the software development activities for the requirements collection, system analysis, documentation, design and development, testing, training, implementation and support.
- Provide technical expertise for lifecycle software activity, assist team to troubleshoot and identify coding issues and bug fixes, and provide support for issues resolutions.
- Contribute towards internal process and system improvement, including recommending technical solutions to drive maximum efficiency through the organization.

- Develop and maintain relations with current and prospective clients. Develop and review proposals, and demonstrate usefulness of products to the respective businesses.
- Oversee feasibility studies and assess user requirements to prepare functional specifications and architecture of software applications.
- Analyze and assess customer software technologies, document business requirements with acceptance criteria, and translate requirements into software solutions
- Strictly adhere to approved specifications and system architecture to code software program for high availability, performance, rich user experience and faster response time.
- Establish process to identify and implement software performance improvement by merging and deployment feature updates through continuous integration pipeline.
- Set software product goals and ensure team members follow established quality standards and processes.
- Prioritize projects based on size, cost, urgency, risk and value to stakeholders. Establish project plans by assessing the workload of the tasks needed to design and code software.
- Monitor project progress by conducting periodic team meetings to evaluate current development status, identify and resolve any possible risks and challenges.
- Define project success criteria and benchmarks by jointly working with relevant stakeholders and focal points for projects. Ensure software projects are completed on time and within budget, meeting the established technical, quality and business requirements.
- Liaise with stakeholders and business process experts throughout the development and deployment phases to ensure successful project delivery and maximum user satisfaction.
- Provide timely report to the management on project progress and performances.
- Hire, train and manage software teams, including work assignments, coaching, mentoring, appraisals and team building.
- Speak and contribute in relevant industry forums and events to share knowledge, best practices, ideas and insights.
- Keep updates with the emerging software development methodologies and technologies to drive uniform standards and processes throughout the team.
- Provide marketing and sales support activities necessary to ensure success of products and services offered by the software team and the company as a whole. This will include the promotion and demonstration of the Company's products and services at exhibitions or to customers wherever appropriate. This may also include running in-house and external training courses.
- Represent the Company in a positive, helpful and professional way at all times.
- Maintain proper code of conduct as dictated by the company policies and service rules.
- Be contactable, available and responsive at all times on the official number, official email account and official group on Telegram, to attend to the needs of the company, employees, customers and external agencies.

- Execute, implement and achieve all the goals and targets as per the Annual Performance Goals with precision and within deadlines.
- Take up roles and responsibilities of other officials in their absence in the department / unit.
- 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:
- The Head will be stationed at TIPL's Software Development Unit (SDU) office located at Babesa, and will be provided with adequate support, resources and faculties to successfully carry out his/ her work.
- The employee will be required to carry out skill-based work involving application and mentoring of the resources and software application.
- While the employee is expected to follow normal work hours, he/she is required to work overtime, late at night or on holidays if situation so demands.

Essential Qualification / Education: A Bachelor's or Master's Degree in Computer Science, Information Technology, Software Engineering or related field

Desired Qualification: NA

Essential Experience:
- Significant experience (more than 8 years) in Software Development, preferably in various roles such as software engineer, team lead and project manager
- Experience in leading and managing teams

Desired Experience:
- Experience with Agile methodologies and project management
- Strong understanding of Software Development Life Cycle (SDLC)

Essential Training:
- Leadership and management training
- Project management training (e.g., PMP certification)
- Technical training related to software development technologies and methodologies

Desired Training:
- Advanced courses in software architecture and design patterns
- Training in emerging technologies relevant to the software development field
- Training in team building and conflict resolution

Job related skills and abilities:
- Excellent leadership and communication skills
- Strong problem-solving and decision-making abilities
- Ability to mentor and coach team members
- Strong technical background with proficiency in relevant programming languages and technologies
- Ability to prioritize and manage multiple projects simultaneously

- Strong understanding of business requirements and ability to align technical solutions with business goals
- Ability to collaborate effectively with stakeholders at all levels of the organization

Personal attributes:

- Leadership Skills: Strong leadership qualities, including the ability to inspire and motivate team members, foster a collaborative work environment, and lead by example.
- Decision-making: Sound judgment and the ability to make informed decisions, prioritize tasks and allocate resources effectively.
- Adaptability: Flexibility and adaptability to navigate through changing priorities, requirements and technologies in a dynamic software development landscape.
- Problem-Solving attitude: A proactive approach to identifying and solving problems, as well as the ability to encourage and empower team members to do the same.
- Communication and collaboration: Excellent interpersonal skills, including active listening, conflict resolution and the ability to communicate technical concepts effectively to both technical and non-technical stakeholders.
- Empathy: Understanding and empathy towards team members, challenges and career aspirations, fostering a supportive and inclusive team culture.
- Continuous Learning: A mindset of continuous learning and improvement, staying updated with emerging technologies, industry trends, and best practices in software development.
- Resilience: The ability to remain composed and resilient in the face of setbacks, failures or tight deadlines, and to motivate the team to overcome challenges.
- Integrity: A commitment to ethical conduct, transparency and accountability in all aspects of leadership and decision-making.
- Passion for technology: Genuine passion and enthusiasm for technology, software development, and innovation, inspiring the team to strive for excellence and push the boundaries of what is possible.

Job Location	Thimphu
Employment Nature	Regular
Grade	P Step7
Date of Appointment	Will be informed via telephonic call
Remuneration	Pay Scale: **55,642 – 1391 - 65,993**
	Basic salary: **Nu. 55,642.00**
	Annual Increment: **Nu. 5,564.00**
	Total Basic salary **Nu. 61,206.00**
	Medical Allowance: **Nu. 5,101.00**
	Provident Fund: **Nu. 6,121.00**
	Corporate Allowance: **Nu. 47,296.00**

	Critical Allowance: **Nu. 11,128.00**
	Communication Allowance: **Nu. 1,000.00**
	Gross Salary: Nu. 131,852.00
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