



བགྲིས་བད་དོན་བརྒྱུད་འབྲེལ་སྒྲེང་སྡེ་ཚང་འཛིན། Tashi InfoComm Private Limited

Ref. No.: TIPL/HRAD/12/2025/

Date: April 25, 2025

TERMS OF REFERENCE

ABOUT TASHI INFOCOMM PRIVATE LIMITED

Tashi InfoComm Private Limited is the second cellular company in Bhutan, a separate entity under Tashi Group of Companies. The company was incorporated on January 23, 2007, under the Companies Act of Bhutan 2016, after it won an international bid to operate as the second cellular operator in Bhutan. Pursuant to the grant of Certificate of Re-Registration by the Office of the Registrar of Companies, Ministry of Industry, Commerce and Employment on 27th of November 2023, Tashi InfoComm Limited was re-registered as Tashi InfoComm Private Limited under the Companies Act of Bhutan, 2016.

The cellular license issued by Bhutan InfoComm and Media Authority (BICMA) mandates TashiCell to build mobile network to provide cellular services to the entire nation. The mobile network is based on GSM WCDMA/HSPA+ technologies. The company launched its GSM services on April 6, 2008, under the brand name "TashiCell", with its registered office located at Norzin Lam, Thimphu.

ABOUT THE DEPARTMENT AND SECTION

Access Network Department looks after the operations, maintenance, up gradation, augmentation and optimization of all the Transport, Access and Power system. It oversees administration and maintenance of access network components such as 2G, 3G, 4G,5G and Transport network.

ABOUT THE POSITION

We are looking for a dedicated and detail-oriented Technical Officer to join our Access Network section. In this role, you will be responsible for providing technical support and expertise to ensure and maintain that the network and customer services are always running smoothly and also provide prompt response to requests and issues from customer complaints in a positive and professional manner.

POSITION

Designation	Technical Officer
Section	Access Network Section
Department	Access Network Department (AND)
Reports to	Manager, Access Network Section



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P.O Box 1502, Samten Lam, Thimphu, Bhutan



<https://www.tashicell.com>



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Tashi InfoComm Private Limited

Supervises	Technicians
Work Station	Thimphu, Bhutan
Nature of Employment	Regular
Grade	T1 step 11
Date of Appointment	Will be informed

PERSON SPECIFICATION

Nationality	Bhutanese
Age	Minimum 19 years of age and Maximum 27 years of age on the date of application
Essential Qualification	Diploma in Electronics and Communication Engineering/ Diploma in Computer System and network
Desired Qualification	NA
Essential Experience	NA
Desired Experience	NA
Essential Training	NA
Desired Training	NA
Job related skills and abilities	NA
Personal attributes	<ul style="list-style-type: none">• Punctual• Initiative• Teamwork• Flexibility• Hardworking• Self-disciplined• Honesty and Integrity• Adaptable to different working time and conditions





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JOB RESPONSIBILITIES

The Job Responsibilities shall be as mentioned but not limited to the following:

- Manage transport and access network fault activities by scheduling and assigning works, determining methods for carrying out task, checking quality of work. answering question and monitoring workflows.
- Ensure and maintain that the network and customer services are always running smoothly.
- Assists Section Manager with management of daily operations associated in the access network section.
- Supervise and monitor all the transport network devices periodically.
- Prepare a Daily Roster or Shift Timetable shall be well-maintained to provide 24X7 supports as per SOP.
- Manage network administration (service provisioning, Link upgradation, suspension, transport network optimization, etc.)
- Provide prompt response to requests and issues from customer complaints in a positive and professional manner.
- Provide technical support about ICT technologies to anyone required.
- Establish fault rectification and problem escalation procedures with clear assignment of responsibilities.
- Submission of performance and operational reports including utilization reports and projections.
- Liaison with other ISP Core, SPPD and Marketing Department to provide stable and effective service to the customer, support regional staffs to resolve technical issues.
- Take ownership of all the resources assign to the individuals (Tools, machines, Motor bikes, office equipment etc.)
- Maintaining proper code of conduct as dictated by the company policy.
- Any other task that are assigned in the interest of the company.

Working Conditions:

- Normal working condition and requires to provide 24/7 support.
- Requires 24/7 availability (Official Channels).

REMUNERATION PACKAGE (MONTHLY)

Pay Scale	Nu. 23,695.00 – 590 – 29,595.00
Basic salary	Nu. 23,695.00
Medical Allowance	Nu.1,975.00
Provident Fund	Nu. 2,370.00
Corporate Allowance	Nu.19,430.00
Communication Allowance (Talk time & Data)	Nu. 750.00





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Gross Salary	Nu. 48,220.00
Other allowances and benefits	Other allowances and benefits like gratuity, leave, Leave Travel Concession, leave encashment, bonus, insurance, staff welfare and mobile data shall be applicable as per the Service Rules and Regulations of TIPL 2008

