



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

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

Date: July 18, 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. The ISP Access Section is responsible for ISP Backbone Network and Systems Units. It is responsible for design, security, operation, and maintenance of the IP Backbone, Transit and Peering Circuits and various applications besides the Data network that integrates the Mobile Services Nodes. Routing, Switching, and Security devices from vendors like Cisco, Juniper, Huawei, along with management & monitoring applications various FOSS running on different flavors of Linux OS make up the subsystems under the scope of the ISP Section.

ABOUT THE POSITION

We are looking for a skilled and detail-oriented ISP Access Engineer to join our technical team. The ideal candidate will be responsible for maintaining and optimizing internet service infrastructure, ensuring high availability, performance, and reliability of network services. This role involves configuring and troubleshooting routers, switches, and transmission equipment, as well as supporting customer connectivity issues. The ISP Engineer will work closely with cross-functional teams to implement network upgrades, monitor system performance, and respond to outages or faults with urgency and precision.



+975 77889977



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



<https://www.tashicell.com>



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

Tashi InfoComm Private Limited

POSITION

Designation	ISP Access Engineer
Section	ISP Access Section
Department	Access Network Department
Reports to	Manager, ISP Access Section
Supervises	None
Work Station	Thimphu
Nature of Employment	Regular
Grade	P Step 12
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	B.Tech in Electronics and Communication Engineering/ B.Tech in IT (4 years course)
Desired Qualification	NA
Essential Experience	NA
Desired Experience	Basic knowledge in the field of networking, including routing, switching, and fiber optic communication
Essential Training	NA
Desired Training	NA
Job related skills & Personal attributes	<ul style="list-style-type: none">• Punctual• Initiative• Hardworking• Self-disciplined• Honesty and Integrity• Analytical and problem-solving skills• Verbal and written communication skills• Innovative, open-minded and collaborative• Willingness to learn and expand on different skills





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

- Adaptable to different working time and conditions
- Basic programming skills or familiarity with excel to analyze KPI and generate report
- Ability to work effectively both independently as well as team

JOB RESPONSIBILITIES

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

1. Manage activities of the ISP access section by scheduling and assigning work, determining methods for carrying out tasks, checking the quality of work, and monitoring workflows for P2P, ATM's IPLC Link, and SIP/PRI, MPLS, Gewog Initiated Connectivity, TIPL LAN /WAN and ILL links.
2. Coordinate and supervise the western regional offices viz. Bumthang, Punakha & Thimphu.
3. Manage interconnection nodes within and outside the ISP Access.
4. Manage network administration (service provisioning, bandwidth upgrade, downgrade, suspension, and termination) for different types of services/customers.
5. Ensure to take over new ISP connectivity from Network Infrastructure Projects under SPPD for O & M purpose after it is fully integrated, tested, and commissioned with a proper document.
6. Administer and manage inventory control system (Spare parts management) and ensure to keep minimum balance stock to minimize obsolete items.
7. Generate and present regular operational and performance reports, projections, expenditures, and purchases.
8. Liaison with ISP Core, SPPD, and Marketing Department to provide stable and effective service to the customer.
9. Develop and implement preventative maintenance and equipment life cycle requirements.
10. Formulate and implement section goals and procedures to maximize output. Monitor adherence to rules, regulations, and procedures.
11. Prepare and control operational budgets and plan effective strategies to reduce O & M costs.
12. Manage quality and quantity of employee productivity. Delegate tasks and accountabilities. Monitor and evaluate performance.
13. Performs special projects as directed by the company.
14. Supervise and monitor the utility vehicles, motorbikes, office equipment, tools, etc allotted to the section.
15. Conduct and document regular site inspections.
16. Ensure compliance with health and safety standards and codes.
17. Be principle interface between the customer and the company on ISP O & M matters.
18. Identify and implement strategies to improve the quality of service.
19. Provide prompt response to requests and issues from customer complaints in a positive and professional manner.





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

Tashi InfoComm Private Limited

20. Monitor and review accuracy of reporting and database information.

Working Conditions:

- Normal working conditions and requires to provide 24/7bsupport
- The employee should be contactable, available & responsive at all times on your official numbers, official email accounts and official groups.

REMUNERATION PACKAGE (MONTHLY)

Pay Scale	Nu. 31,573-789-39,466
Basic Salary	Nu. 31,573.00
Medical Allowance	Nu. 2,631.00
Provident Fund	Nu. 3,157.00
Corporate Allowance	Nu. 26,837.00
Communication Allowance	Nu. 750.00
Gross Salary	Nu. 64,948.00
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

