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Tashi InfoComm Private Limited

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

Date: December 29, 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

The Management Information System (MIS) Department is responsible for managing and administering the company's information systems that support business functions, activities, and transactions of various departments. The department analyzes organizational business processes to identify information requirements and ensures the availability of accurate, timely, and reliable data to support operations, reporting, and decision-making.

The Billing Section manages and oversees the end-to-end operation of billing and customer support systems, including Billing and Mediation platforms, Contact Centre Solutions, and core BSS modules. The section ensures effective system implementation and integration, reliable rating and charging operations, efficient customer care support, continuous system monitoring, and the smooth functioning of roaming and interconnect services.

ABOUT THE POSITION

We are looking for a dedicated Billing Engineer to manage and optimize our Business Support Systems, including CRM, provisioning, and database platforms. The ideal candidate should possess foundational knowledge of Oracle and MySQL, SQL queries, and PL/SQL, paired with an analytical mindset and a proactive approach to self-learning. Responsibilities include ensuring system availability, performing preventive maintenance and backups, implementing security patches, and providing technical support for end-users. We seek a resilient team player with high integrity who is willing to work flexible hours, including holidays and nights, to maintain critical operations and meet the evolving needs of the company.



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



<https://www.tashicell.com>



POSITION

Designation	Billing Engineer
Section	Billing
Department	Management Information System Department (MIS)
Reports to	Manager, Billing Section, MIS
Supervises	None
No. of Slots	01
Work Station	Thimphu, Bhutan
Nature of Employment	Regular
Grade	P Step 12/13
Date of Appointment	Will be informed via telephonic call

PERSON SPECIFICATION

Nationality	Bhutanese
Age	The applicant must be at least 19 years old and no older than 27 on the date of application.
Essential Qualification	Bachelor's Degree/ Engineering in ICT/ Computer Application/ Computer Science/ IT
Desired Qualification	None
Essential Experience	None
Desired Experience	<ul style="list-style-type: none">Basic knowledge of Oracle and MySQL databases, SQL queries, PL/SQL, programming languages and client tools.
Essential Training	None
Desired Training	None





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Tashi InfoComm Private Limited

Essential competencies and personal attributes	<ul style="list-style-type: none">Ability to work under pressureAnalytical skills and brainstormingTeamworkImagining innovative solutionsInterpersonal communication skillsSelf learningHonesty and integrityEnthusiasticBalanced attitude towards work and lifeAdaptabilityCommitment
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JOB RESPONSIBILITIES

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

- Operations, maintenance and management of Business Support System (BSS) such as Customer Relationship Management(CRM), provisioning system, Trouble Ticketing including hardware platform, operating systems, database platform and clients.
- Research information on platform tuning, system dimensioning and customization of the applications based on the business requirements of TIPL using industry best practices, tools and methodologies.
- Plan tariffs, packages, products and /or services together with the BOCCD of TIPL and evaluate the feasibility of implementation of the finalized products, services and tariffs.
- Establish of preventive maintenance routine including disk space monitoring and clearing of old data on disk; daily backup of all data and system and taking appropriate steps for data recovery and disaster management.
- Monitor systems/applications performance and system license including load on the various components to ensure that they are functioning within expected parameter ranges and also to take timely preventive/corrective action.
- Ensure the security of the system and applications by diligently applying all the patches for OS and applications; perform software version upgrades and expansion of the applications and hardware as dictated by system and security requirements and/or when released by the vendors.
- Handling customer care and contact centre executives inquires and complaint during office hours and off-hours
- Handling issues from system end users related to BSS nodes and escalating to concerned vendors if not solvable at your level.





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Tashi InfoComm Private Limited

- Maintain client confidence and protecting operations by keeping information confidential.
- Liaise with operation and maintenance staff provided by the contractor to ensure adequate transfer of skill and knowledge through interactions.
- Update technical and/or job knowledge by attending educational workshops, reviewing publications, trainings, and through self-learning and interaction with other staff with an objective of gaining knowledge with the various components and system elements.
- Generate customized and/or ad hoc reports as and when required by other departments.
- Maintain secrecy of business and other confidential information that is acquired due to the nature of the job assigned.
- Maintain proper code of conduct as dictated by Service Rules and Regulations of the company.
- Be contactable, available and responsive at all times via your official number, official email account and official group on Telegram, and in person if and when required 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.
- 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 employee will be engaged in skill-based tasks involving the application and maintenance of databases. He/she should possess basic knowledge of Oracle and MySQL databases, SQL queries, and the use of PL/SQL. While the role follows normal working hours, the employee may be required to work overtime, late at night, or on holidays as and when the situation demands. The employee will receive hands-on as well as informal training related to the job; however, a strong commitment to self-learning using the provided resources is expected.

REMUNERATION PACKAGE (MONTHLY)

Pay Scale for P Step 12	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





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Tashi InfoComm Private Limited

Communication Allowance	Nu. 750.00
Gross Salary	Nu. 64,948.00
Pay Scale for P Step 13	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. 23,962.00
Communication Allowance	Nu. 750.00
Gross Salary	Nu. 58,070.00
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

