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 Software and Application (SAS) section delivers end-to-end software solutions for both internal and external stakeholders, encompassing application development and integration, system deployment, quality assurance and testing, and overall project management. These efforts aim to support organizations in designing, building, and implementing optimal solutions that meet their business needs.

ABOUT THE POSITION

We are looking for an experienced professional with a minimum of nine years of experience in Software Development, preferably with exposure to multiple roles such as Software Engineer, Team Lead, and Project Manager. The Manager should possess a strong understanding of business requirements and the ability to align technical solutions with organizational objectives.

The ideal candidate should have a solid technical background in software development technologies and methodologies, along with the ability to analyze market trends within the software domain and initiate new software projects in response to evolving market demands. Additionally, the candidate should demonstrate strong leadership skills, including effective task delegation, conflict resolution, and fostering collaboration among team members.

POSITION

Designation	Executive Manager
Section	Software & Application
Department	Management Information System Department (MIS)
Reports to	General Manager, Management Information System Department
Supervises	Employees under Software & Application Section
Work Station	Thimphu, Bhutan
Nature of Employment	Regular
Grade	P Step 7
Date of Appointment	Will be informed via telephonic call

PERSON SPECIFICATION

Nationality	Bhutanese
Age	Maximum 40 years on the date of application
Essential Qualification	A Bachelor's or Master's degree in Computer Science, Information Technology, Software Engineering, or any related field.
Desired Qualification	NA
Essential Experience	• More than 9 years of experience in the software development field, preferably across roles such as software engineer, team lead, and project manager, with proven 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
Essential skills, competencies and 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 • Strong technical background with proficiency in relevant programming languages and technologies • Ability to collaborate effectively with stakeholders at all levels of the organization • Strong understanding of business requirements and ability to align technical solutions with business goals

JOB RESPONSIBILITIES

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

Strategic Planning

1. **Define Vision and Goals**: Develop and communicate the vision and roadmap for software development aligned with the company's strategic objectives.
2. **Budget Management**: Allocate resources effectively, manage budgets for software development projects, and ensure cost efficiency.
3. **Technology Strategy**: Stay updated on industry trends and emerging technologies to guide the selection of tools, frameworks, and platforms.

Team Leadership

1. **Build and Lead Teams**: Hire, mentor, and manage software development teams, including engineers, testers, and technical leads.
2. **Performance Management**: Set performance goals, provide regular feedback, and conduct performance reviews.
3. **Skill Development**: Identify training needs and ensure the team has access to opportunities for continuous learning and professional growth.
4. **Culture Development**: Foster a collaborative, innovative, and inclusive team culture.

Project Oversight

1. **Project Planning**: Oversee planning, prioritization, and execution of software development projects, ensuring alignment with business goals.
2. **Timeline and Quality Management**: Ensure projects are delivered on time, within budget, and meet quality standards.
3. **Risk Mitigation**: Identify potential risks and develop strategies to address them proactively.
4. **Stakeholder Communication**: Act as a primary point of contact between the development team and stakeholders, providing regular updates on progress, challenges, and solutions.

Technical Expertise

1. **Architecture Oversight**: Guide the design of scalable and robust software architectures.
2. **Code Quality Assurance**: Establish and enforce coding standards, best practices, and code review processes.
3. **Problem Resolution**: Provide hands-on assistance in resolving critical technical issues or bottlenecks.
4. **Tool and Process Optimization**: Implement and optimize agile, DevOps, and CI/CD practices to streamline the development lifecycle.

Product and Innovation

1. **Collaboration with Product Teams**: Work closely with product managers to understand user requirements and ensure the development team meets product expectations.
2. **Innovation**: Promote experimentation and innovation within the team, encouraging the development of new ideas and approaches.
3. **Customer Feedback**: Incorporate customer feedback into the development process to improve product features and performance.

Compliance and Security

1. **Regulatory Compliance**: Ensure all software products adhere to relevant legal and

industry standards, including data privacy and security regulations.

2. **Security Practices**: Implement robust security protocols to protect against vulnerabilities and threats.

Performance Metrics and Reporting

1. **KPI Monitoring**: Define and track key performance indicators (KPIs) for software development processes and projects.
2. **Continuous Improvement**: Use metrics to identify inefficiencies and drive process improvements.
3. **Reporting**: Regularly report development progress, risks, and achievements to the executive leadership.

Cross-functional Collaboration

1. **Work with Other Departments**: Collaborate with marketing, sales, operations, and customer support to align software capabilities with broader business needs.
2. **Vendor and Partner Management**: Manage relationships with external vendors, contractors, or technology partners involved in the software development process.

Crisis Management

1. **Issue Resolution**: Address critical issues and escalate matters when necessary to avoid disruption to the business.
2. **Change Management**: Handle changes in scope, timelines, or priorities effectively to minimize impact on team morale and project outcomes.

Working Conditions:

The Manager will be stationed at TIPL's Software and Application (SAS) office located at Babesa, and will be provided with adequate support, resources and facilities 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 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.

REMUNERATION PACKAGE (MONTHLY)

Pay Scale	Nu. 55,642-1391-65,993
Basic salary	Nu. 55,642.00
Medical Allowance	Nu. 4,637.00
Provident Fund	Nu. 5,564.00
Corporate Allowance	Nu. 47,296.00
Communication Allowance	Nu. 1,000.00
Critical Allowance	Nu. 11,128.00

Gross Salary	Nu. 125,267.00
Salary shall be negotiable based on experience,skills, competencies and personal attributes	
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.