Ref. No.: TIPL/HRAD/12/2026/   **Date:** January 22, 2026

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 Samten 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 & Application Section is responsible for the creation, enhancement, and maintenance of software applications that drive our business and serve our clients. Comprising a team of highly skilled and innovative software developers, engineers, and programmers, this team plays a crucial role in translating ideas into functional, user-friendly software solutions. It is also responsible for operation and maintenance of SAP including solution implementation, handling customer care and monitoring equipment's.

POSITION

Designation	Technical Officer
Section	Software & Application Section
Department	Management Information System Department
Reports to	Manager, SAS

Supervises	None
No. of Slots	01
Work Station	Thimphu, Bhutan
Nature of Employment	Regular
Grade	T1 Step 11 / T1 Step10
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	Diploma. IT (2 or 3 Years)
Desired Qualification	None
Essential Experience	None
Desired Experience	None
Essential Training	None
Desired Training	None
Essential Skills, competencies and personal attributes	**Job related skills and abilities:** • Testing Methodologies: Strong understanding of software testing life cycle (STLC), test case design, and execution across functional, regression, smoke, and sanity testing. • Bug Tracking & Triage: Proficiency in using bug tracking and test management tools (e.g., Jira, TestRail, Zephyr) to report, document, and prioritize defects. • Test Automation Awareness: Familiarity with test automation concepts and basic scripting knowledge using tools/frameworks like Selenium, Cypress, or Postman for API testing. • Technical Support: Strong troubleshooting and problem-solving skills for L1 support, with the ability to diagnose and resolve basic application and access issues. • System & Log Analysis: Ability to read and interpret application logs, error messages, and system outputs to identify root causes of

issues.

- **Database Queries:** Basic proficiency in writing and executing SQL queries (e.g., SELECT, INSERT, UPDATE) to validate data and troubleshoot backend issues.
- **API Knowledge:** Understanding of RESTful API concepts and experience using tools like Postman or Swagger for manual testing and validation of endpoints.
- **Version Control:** Working knowledge of version control systems, primarily Git, for pulling latest builds, accessing test branches, and understanding code changes.
- **Operating Systems & Environments:** Comfortable working with Windows, Linux/Unix command-line interfaces (CLI) for basic navigation, log inspection, and environment setup.
- **Documentation:** Skill in creating clear and concise technical documentation, including bug reports, support guides, and knowledge base articles.
- **Communication:** Excellent verbal and written communication skills to effectively interact with users, developers, and cross-functional teams.
- **Security & Compliance Awareness:** Basic knowledge of security best practices, data privacy principles, and compliance requirements relevant to support and testing.
- **Problem-Solving:** The ability to analyze complex issues and devise effective solutions.
- **Communication:** Strong communication skills to collaborate with team members, stakeholders, and clients.
- **Teamwork:** The capacity to work well within a team, share knowledge, and support colleagues.
- **Time Management:** Efficiently manage time and tasks to meet project deadlines.
- **Adaptability:** Be open to learning new technologies and adapting to changing project requirements.
- **Attention to Detail:** Thoroughly review code and project requirements to ensure accuracy.
- **Creativity:** Apply creative thinking to find innovative solutions to challenges.

JOB RESPONSIBILITIES

Brief duties and responsibilities:

- Execute test cases, scripts, and plans to validate software functionality and reliability.
- Conduct functional, regression, integration, and basic performance testing.
- Identify, document, and track software defects, errors, and issues in a bug-tracking system.
- Reproduce, isolate, and perform initial triage of issues reported by users or automated systems.
- Provide first-level (L1) technical support to internal and external users by responding to queries via helpdesk, email, or chat.
- Guide users through basic troubleshooting steps to resolve common application and system issues.
- Escalate complex technical issues to L2/L3 support teams or development with detailed problem descriptions and logs.
- Maintain support documentation, such as FAQs, knowledge base articles, and resolution guides for common problems.
- Assist in setting up and maintaining test environments and data to ensure readiness for testing cycles.
- Perform basic sanity and smoke testing on new builds and deployments to ensure stability.
- Monitor system dashboards and alerts for service health and report anomalies immediately.
- Collaborate with developers and QA analysts to verify fixes and ensure issues are resolved effectively.
- Keep team members and stakeholders updated on support ticket statuses, testing progress, and critical issues.
- Follow defined service level agreements (SLAs) for ticket response and resolution times.
- Adhere to testing and support protocols, quality standards, and information security policies.
- Be contactable, available and responsive at all times on your official number, official email account and official group in 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.
- Perform any other tasks and duties as and when assigned by the Immediate Supervisor / Head of Section/ Head of Department/ Managing Director.

Working Conditions:

While the employee is expected to follow normal work hours, he/she is required to work overtime, late at night or on holidays if the situation demands. The employee will be provided hands on training as well as informal one on the aspects of the job. However, the employee is expected to do a lot of self-learning using the resources provided.

REMUNERATION PACKAGE (MONTHLY)

Pay Scale for T1 Step 11	Nu. 23,695-590-29,595
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	Nu. 750.00
Gross Salary	**Nu. 48,220.00**
Pay Scale for T Step 10	Nu. 26,060-650-32,560
Basic Salary	Nu. 26,060.00
Medical Allowance	Nu. 2,172.00
Provident Fund	Nu. 2,606.00
Corporate Allowance	Nu. 19,430.00
Communication Allowance	Nu. 750.00
Gross Salary	**Nu. 51,018.00**
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