



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 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.

POSITION

Designation	Technical Officer
Section	Billing Section
Department	Management Information System Department (MIS)
Reports to	Manager, Billing Section, MIS
Supervises	None





শ্ৰীসংস্কৃত সমূহ বিষয়ে স্বীকৃত কৰ্তৃত্বে

Tashi InfoComm Private Limited

No. of Slots	01
Work Station	Thimphu, Bhutan
Nature of Employment	Regular
Grade	T1 Step 11
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 in Information Technology/ Computer System and Network
Desired Qualification	None
Essential Experience	None
Desired Experience	Basic knowledge of Oracle and MySQL databases, SQL queries, PL/SQL, programming languages and client tools.
Essential Training	None
Desired Training	None
Essential Skills, 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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Tashi InfoComm Private Limited

JOB RESPONSIBILITIES

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

- Operations and maintenance of Billing system, Business Support System (BSS) such as Customer relationship Management (CRM), Provisioning system, Trouble Ticking including hardware platform, operating systems and database platform.
- Daily system checks such as disk space, table space and monitoring of the alarms. Handling customer care and contact centre executives inquires and complaint during office hours and off-hours.
- Handling issues from system end users and escalating to concern engineers if not solvable at your level.
- Share various 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 required to carry out skill-based work involving application and maintenance of database. He/she should have a basic knowledge on Oracle, MySql database, SQL queries and should have basic knowledge in using PL/SQL, Linux operating system. 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 so 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
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

