Ref. No.: TIPL/HRAD/12/2026/ **Date:** May 26, 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 analyses 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 & VAS Section oversees the operation and maintenance of Billing solution & Mediation, Contact Centre Solution, VAS services, and BSS modules, encompassing CRM, PRM, Provision, ISP Billing, Inventory, and Reporting. This includes tasks such as solution implementation, integrating diverse network nodes, managing rating and charging systems, addressing customer care, monitoring equipment, and overseeing roaming and interconnect system operations.

POSITION

Designation	Billing Engineer
Section	Billing and VAS Section
Department	Management Information System Department (MIS)
Reports to	Manager, Billing and VAS Section, MIS

Supervises	None
No. of Slots	01
Work Station	Thimphu, Bhutan
Nature of Employment	Regular
Grade	P Step 12
Date of Appointment	Will be informed via telephonic call

PERSON SPECIFICATION

Nationality	Bhutanese
Age	The applicant must be at least 18 years old and no older than 27 on the date of application.
Qualification	Bachelor of Engineering in ICT/ Computer Science/ Information Technology
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	• Ability to work under pressure • Analytical skills and brainstorming • Teamwork • Imagining innovative solutions • Interpersonal communication skills • Self-learning • Honesty and integrity • Enthusiastic • Balanced attitude towards work and life • Adaptability • Commitment

JOB RESPONSIBILITIES

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

- Operation, maintenance and management Partner Relationship Management (PRM), Mediation and VAS services 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 BOCC Department, roaming sections of TIPL and evaluate the feasibility for 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 & complaint during office hours and off-hours
- Handling issues from system end users related to PRM, mediation and escalating to concern vendor's if not solvable at your level.
- 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 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. 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	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**