Ref. No.: TIPL/HRAD/12/2026/ **Date:** November 9, 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

Network Operations and Maintenance Department is responsible for ensuring the continuous, stable, and efficient operation of the organization's network systems. It monitors network performance, prevents service disruptions, and carries out maintenance activities. The department ensures high-quality connectivity and service availability for customers. It also responds quickly to network faults and technical issues.

Transport and Access Section manages the transmission and access networks that connect users to the core system. This includes the transport network (DWDM backbone, microwave links, and optical fiber infrastructure supporting mobile and ISP networks) as well as the access network (including RAN and last-mile connectivity). The section ensures reliable, high-capacity data transmission across all network segments while monitoring, maintaining, and optimizing network links to minimize downtime and service disruptions.

POSITION

Designation	Technical Officer
Section	Transport and Access Section
Department	Network Operations and Maintenance Department (NOMD)
Reports to	Head of Section

Supervises	None
No. of Slots	01
Work Station	Thimphu
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 18 years old and no older than 27 on the date of application.
Qualification	Diploma in Electronics and Communication
Experience	None
Training	None
Essential Skills, competencies and personal attributes	• Good understanding of wireless and mobile communication fundamentals, including RF propagation, antennas, and cellular concepts • Basic knowledge of 2G, 3G, and 4G/LTE network architecture • Familiarity with base station equipment, antennas, and cabling, and willingness to learn site installation and commissioning • Ability to organise, analyse, and present data using MS Office, especially Excel • Ability to prepare clear and well-structured technical reports • Basic awareness of tower safety practices, with willingness to undergo training on working at heights and use of fall-protection equipment • Good problem-solving and logical thinking skills • Good communication skills • Ability to learn quickly and apply new technical knowledge in the field • Honest, ethical, and accurate in reporting data and site conditions • Punctual and reliable in meeting deadlines and field schedules • Committed and dedicated, with willingness to work beyond normal hours when needed • Physically fit and comfortable working at heights and in remote areas • Safety-conscious and disciplined • Responsible and able to work independently with minimal supervision

	• Good team player who collaborates well with colleagues and contractors • Analytical, detail-oriented, and a strong problem solver • Adaptable and willing to travel across the country in all conditions • Eager to learn new technologies • Calm and composed under pressure during emergencies

JOB RESPONSIBILITIES

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

- Conduct drive tests (2G/3G/4G/5G as applicable) and analyze the collected data to identify coverage, quality, and capacity issues
- Implement optimization measures, such as antenna tilt and azimuth changes, parameter tuning, and neighbor list updates
- Carry out sector addition, including site survey, antenna and RF equipment installation, commissioning, and integration
- Monitor RAN performance KPIs and troubleshoot faults, including call drops, poor throughput, and handover failures
- Perform site audits, preventive maintenance, and RF/feeder system testing
- Prepare technical reports, drive test reports, and optimization recommendations
- Coordinate with vendors, transmission, core network, and other teams for timely issue resolution
- Maintain site documentation and equipment records, and ensure compliance with safety and company standards
- 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:

1. Required to climb telecommunication towers and work at heights, following all safety procedures
2. Frequent travel to sites across Bhutan, often in remote, mountainous terrain and varying weather

3. Required to work on weekends and public holidays when emergencies or network outages occur 4. May need to work extended hours or be on call during critical network issues 5. Fieldwork involves physical exertion and outdoor work

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