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	Technician
Section	Region
Department	Network Operations and Maintenance Department (NOMD)

Reports to	Regional Manager
Supervises	None
No. of Slots	01
Work Station	Extension Counter, Dorokha
Nature of Employment	Regular
Grade	T2 Step 10/ T2 Step 9
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 30 on the date of application.
Desired Qualification	BQFC II/III in Electrical/Computer System and Networking Systems
Desired Experience	Experience in Telecom Industry preferred.
Desired Training	Relevant trainings completed preferred.
Essential Skills, competencies and personal attributes	• Basic knowledge on Electrical Engineering, Networking and Computer Systems, Telecom site power systems, Battery Technology, Solar PV systems, converters & controllers, and basics of Diesel Engine Generators. • Skills to use correct tools and care. • Aware on personal safety accordingly with the working environment. • Maintain proper code of conduct as dictated by the company policy. • 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.

JOB RESPONSIBILITIES

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

- Plan, organize, schedule and supervise the day-to-day technical support operations, which include all troubleshooting, network issues, approvals and installations.
- Maintain BTS compound and equipment room well (cleanliness).
- Maintain records/logs for repair and maintenance schedule.
- Perform troubleshooting to diagnose and resolve problems (repair or replace parts).
- Conduct regular test on battery backup system.
- Conduct regular DEG, DEG battery test & maintenance.
- Refill DEG fuel when the tank balance is around 40% (40% fuel left in the tank).
- Conduct regular solar controller functions and clean solar panels.
- Conduct regular AIRCON Maintenance for sites and CCC office.
- Conduct regular inspection of feeder cables (CPRI cable), antenna mounting structures/clamps on the tower, tower foundation, equipment shelter leakage and compound fencing.
- Conduct regular alarms checks on TX, 2G 3G, 4G and 5G equipment.
- Conduct energy meter reading and submit the electricity bills on time.
- Conduct regular maintenance for electricity supply line and optic fiber cable.
- Assist in installation, testing and commissioning of TX, 2G, 3G, 4G, 5G and Internet lease line.
- Conduct regular check/maintenance for internet lease lines.
- Submit maintenance report (both planned and unplanned activity) along with DSA.
- Perform timely renewal of motor bikes and utility vehicles.
- Conduct regular check and maintenance of motor bikes and utility vehicles.
- Ensure and maintain proper log book of motor bikes and utility vehicles.
- Management of ISP Access network component (Internet) to ensure uninterrupted services to the customer including P2P, ATM's IPLC Link, PRI, MPLS, Gewog Connectivity, TIPL LAN/WAN and ILL links.
- Check that services are available and working especially for VIP's and premium customers and monitor at least twice a day.
- Basic configuration of internet system parameters to establish circuits/links and conduct end-to-end test with other network components to ensure error free operations.
- Monitor PNMS to ensure timely preventive and corrective action.
- Maintain a daily log and reports for GC projects.
- Follow the troubleshooting procedure.
- Establishment of fault rectification and problem escalation procedures with clear assignment of responsibilities.

- Submission of performance and operational reports including utilization reports and projections.
- Serve customers in a friendly manner and maintain positive work environment.
- Provide technical support about ICT technologies to anyone required.
- Liaise with other NOMD Sections and SPPD provide stable and effective service to customers.
- 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. 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.
2. Flexible to work long hours including weekends, climb towers, poles and be ready to travel any location on a very short notice.

REMUNERATION PACKAGE (MONTHLY)

Pay Scale for T2 Step 10	Nu. 17,800-450-22,300
Basic Salary	Nu. 17,800.00
Medical Allowance	Nu. 1,483.00
Provident Fund	Nu. 1,780.00
Corporate Allowance	Nu. 13,528.00
Communication Allowance	Nu. 500.00
Gross Salary	**Nu. 35,091.00**
Pay Scale for T2 Step 9	Nu. 19,585-490-24,485
Basic Salary	Nu. 19,585

Medical Allowance	Nu. 1,632.00
Provident Fund	Nu. 1,959.00
Corporate Allowance	Nu. 14,885.00
Communication Allowance	Nu. 500.00
Gross Salary	**Nu. 38,561.00**
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