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## Tashi InfoComm Limited

### Job Description

<b>Job Title</b>	Business Support Analyst	<b>Report to</b>	Head, SDU
<b>Department/ Unit</b>	Software Development Unit	<b>Supervises</b>	None

**Purpose of the Department/ unit:**

Software Development Unit (SDU) provides end-to-end software solutions for organizations including application development & integration, system deployment, quality assurance & testing, and overall Project Management in an effort to help organizations build and implement the best solutions for their business needs.

**Brief duties and responsibilities:**

Under the supervision of the Head, a Business Analyst shall carry out following duties and responsibilities:

- Create requirements and specifications for business solutions
- Conduct business analysis and research to identify key metrics and opportunities for improvement
- Develop processes and procedures to ensure business solutions meet strategic goals
- Ensure business processes are running in accordance with Agile methodologies
- Consult with key stakeholders to determine business objectives and success factors
- Collaborate with team members to collect, analyze, and evaluate information from multiple sources including
- Present findings and recommendations to stakeholders
- Write and document business requirements, functional requirements, and design specifications
- Work with project team to develop a solution that meets business requirements
- Continuously improve existing business processes and strive to develop new ones to improve efficiency
- Perform other duties as assigned

**Working conditions:**

Business Analyst will be stationed at TICL's Software Development Unit (SDU) office located at Babesa, and will be provided with office amenities such as laptop, desk and chair, mobile data to carry out his/ her work. While SDU follows flexible working hours, the employee is expected to ensure assigned works are completed on time. In exceptional circumstances, the employee may need to travel, work overtime, outside of normal hours, or on weekends and holidays.

**Essential Qualification/Education:**

Bachelors Degree - BE/BTech CS/IT, Bsc. CS/ IT/ BCA, or Degree in Business or Finance with at least one IT unit undertaken during the study

**Essential Experience:**

- NA

*Applicants, experienced or fresher with a strong desire to take up challenges to identify inefficiencies in customer's business operations and finding an optimum solution to address such challenges through software programs are highly encouraged to apply.*



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**Tashi InfoComm Limited**

**Essential Training:**  
NA

**Job related skills and abilities:**

A candidate with a portfolio of a business analyst is expected to possess skills and knowledge as listed below.

- Strong problem-solving and management skills
- Excellent communication and analytical skills
- Technical writing skills
- Experience in project management
- Working knowledge of SQL, relational databases, and basic computer science
- Proficiency in Microsoft Excel and other similar tools
- Data visualization and data analysis experience not required but preferred  
Experience with project management tools such as Jira, Trello, and Confluence

**Personal attributes:**

- Strong strategic problem-solving and interpersonal skills
- Highly organized with excellent time management – able to multitask and balance priorities.
- High level of personal initiative and the ability to work well in a dynamic environment
- Eager to learn and adapt to new technologies.
- Good attitude, punctual, responsive and proactive

**To be filled by the Human Resource and Administration Department**

<b>Job Location</b>	Thimphu	<b>Employment nature</b>	Regular
<b>Pay scale</b>	28,190-705-35,238 (Fresh candidates) 31,008-775-38,760 (Experienced candidates)	<b>Allowances</b>	Corporate Allowance and Medical Allowance as per Company's Service Rules and Regulations
<b>Reporting date</b>	Will be informed via call	<b>Reporting time</b>	Will be informed via call