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Tashi InfoComm Limited

Job Description

Job Title	Technical Officer	Report to	Head, Software Development Unit
Department/ Unit	Software Development Unit	Supervises	None

Purpose of the Department/ unit:

The Software Development unit is in charge of managing TICL's in-house web and mobile application development. The unit is responsible for requirement gathering, development, IAT, UAT, rollout, end user training, and so on. The unit provides software solutions to other departments / section within TashiCell and as well as to external organizations.

Duties and responsibilities:

Depending on the assignment, the Technical Officer may perform a combination of some or all of the following duties, and perform related duties as assigned.

- Speaking to and collaborating with a variety of people, such as clients, vendors, and relevant staff during the creation and maintenance of a system.
- Ensuring the application functions effectively and meet the organization's quality standards
- Preparing and following a general maintenance schedule.
- Keeping a record of operation and maintenance support.
- Diagnosing equipment malfunctions and performing repairs.
- Following prescribed safety regulations at all times.
- Reporting urgent maintenance and repair tasks.
- Ensuring the server uptime and availability on the daily basis.
- Ensuring the server uptime and availability on the daily basis.
- System configuration and data backup and recovery
- Organize and schedule upgrades and maintenance without deterring others from completing their work
- Perform troubleshooting to diagnose and resolve problems.
- Proactively performing user training to the client and also preparing the user manuals for the same.
- Other duties as assigned.

Working conditions:

The employee is expected to follow normal working hours. However, he/she may be required to work overtime, or on holidays if the situation demands. The employee is expected to carry out work immediately upon joining the company and shall be provided hands on training beyond which he/she shall work independently based on the experience, skills and self-learning.

Essential Qualification/ Education

Class 12 pass with Diploma in Information Management System/Information Technology/Computer System and Network/Electronics and Communication Engineering

Essential Experience

N/A

Essential Training

N/A



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Job related skills and abilities:

- Ability to work under pressure
- Teamwork
- Imagining innovative solutions
- Interpersonal communication skills
- Self-learning
- Strong attention to detail
- Outstanding analytical and time management skills

Personal attributes:

- Highly self-motivated and directed; Ability to work independently
- Strong analytical skills with keen attention to detail
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Advanced Excel skills and experience with analytic tools
- Extremely organized with strong time-management skills
- Excellent people and communication skills, and an ability to work collaboratively
- Have an open mind, a desire to learn and a positive attitude

To be filled by the Human Resource and Administration Department

Job Location	Thimphu	Employment nature	Regular
Pay scale	18,266 – 22, 832	Allowances	Corporate Allowance and Medical Allowance as per Company's Service Rules and Regulations
Reporting date	Will be informed via call	Reporting time	Will be informed via call