Job Title	Technical Officer	**Report to**	Engineer, ISP Access
Department/ Unit	Access Network	**Supervises**	None

Purpose of the Department/ unit:

Access Network Department is responsible for the operations, maintenance, upgradation, augmentation and optimization of all Transport Network, Access System and Services

Position summary and its purpose:

To support and maintain TICL services (Mobile Network, ISP Network, Fiber Network and Power System)

Duties and responsibilities:

- Supervise and monitor ISP Access network component (Internet) to ensure uninterrupted services to the customer including P2P, ATM's IPLC Link, PRI, MPLS, Gewog Connectivity, TICL LAN/WAN, Cellular router, GPON and ILL links.
- Maintain and update the customer details in the Proxim NMS server, IPAM Server, Libre NMS, Nagios, Huawei RTN510, GPON & GC Internet Connectivity.
- Maintain and review a daily log and reports for GC projects
- Manage ISP fault activities by scheduling and assigning works, determining methods for carrying out task, checking quality of work, answering question and monitoring workflows.
- Ensure and maintain that the network and customer services are running smoothly at all times.
- Assists Section Manager with management of daily operations associated in the ISP access network.
- Supervise and monitor all the interconnection nodes within and outside the ISP Access are working smoothly monitor on periodically.
- Prepare a Daily Roster or Shift Timetable shall be well-maintained to provide 24X7 supports as per SOP.
- Manage network administration (service provisioning, bandwidth upgrade, downgrade, suspension and termination etc) for different types of services/customers
- Provide prompt response to requests and issues from customer complaints in a positive and professional manner.
- Provide technical support about ICT technologies to anyone required.
- Establish fault rectification and problem escalation procedures with clear assignment of responsibilities.
- Submission of performance and operational reports including utilization reports and projections.
- Liaison with other ISP Core, SPPD and Marketing Department to provide stable and effective service to the customer, support regional staffs to resolve technical issues.
- Take ownership of all the resources assign to the individuals (Tools, machines, Motor bikes, office equipment etc)
- Maintaining proper code of conduct as dictated by the company policy.
- Any other task that are assigned in the interest of the company.

Working conditions:

- Standard working environment

Essential Qualification/ Education
Class 12 pass with Diploma in Electronics and Communication Engineering

Essential Experience
N/A

Essential Training
N/A

Job related skills and abilities:
N/A

Personal attributes:
- Honesty and Integrity
- Polite
- Self-disciplined
- Self-motivated
- Punctual
- Initiative
- Hardworking
- Adaptable to different working time and conditions
- Commitment

To be filled by the Human Resource and Administration Department			
Job Location	Thimphu	**Employment nature**	Regular
Pay scale	18,266-457-22,832	**Allowances**	Corporate allowance and other allowances as per Service Rules and Regulations of TICL 2008
Reporting date	Will be informed via call	**Reporting time**	Will be informed via call