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Tashi InfoComm Limited

Job Description

Job Title	Technical Officer	Report to	Manager, Billing
Department/ Unit	Management Information System Department	Supervises	None

Purpose of the Department/ unit:

The Billing Section is responsible for operation and maintenance of CBS, CRM, PRM, ISP Billing modules including solution and implementation, handling customer care and monitoring equipments.

Position summary and its purpose:

Technical Officer will be working under Billing section for CBS, CRM and Billing applications.

Duties and responsibilities:

Brief duties and responsibilities:

1. Operation & maintenance of CBS (Convergent Billing System) & CRM (Customer Relationship Management) system including hardware platform, operating systems and database platform.
2. Initiating, Suspending, resuming and deactivating internet leased line clients as and when received email from relevant department.
3. Handling system end users' (contact center and region offices) enquiries and complains.
4. Handling customers complains and enquiries related to any services.
5. Escalating the issues to engineers if any is not solvable at TO level.
6. Exporting, formatting and submitting daily reports (Roaming and service reports like 4G) to top management.
7. Exporting and submitting monthly collection reports, outstanding reports, service and sim reports, revenue reports and other ad hoc reports to relevant departments.
8. Formatting and updating international interconnect rates for different interconnect partners.
9. Ensuring dunning actions (barring, suspending and deactivation) are performed on time to customers if any.
10. Daily checking and solving of any pending orders.
11. Establish system backup and recovery procedure and taking appropriate step for data disaster management.
12. Monitor system performance and usage to maintain security and reliability.
13. Recommend new features or changes to configuration/ workflows based on user feedback.
14. Acquisition of skills at a progressively higher level through self-learning, training and interaction with other staff with the objective of gaining expert level knowledge with the various component of the Billing application, services and hardware.
15. Keep abreast of newer application and briefing the immediate supervisor and Department head on the prospective application and their impact.
16. Maintain secrecy of business and other confidential information that is acquired due to the



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nature of the job assigned.

17. Maintain proper code of conduct as dictated by Service Rules and Regulations of the company.
18. 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.
19. Execute, implement, and achieve all the goals and targets as per the Annual Performance Goals with precision and within deadlines
20. Take up roles and responsibilities of other officials in their absence in the department.
21. Perform any other tasks and duties as and when assigned by the Head of Department, Head of Section, Managing Director and Management

Working conditions:

The employee will be required to carry out skill-based work involving application and maintenance of database. He/she should have a basic knowledge on SQL queries, oracle database and using PL/SQL client. While the employee is expected to follow normal work hours, he/she is required to work overtime, late at night or on holidays if the situation demands. The employee will be provided hands on training as well as informal one on the aspects of the job. However, the employee is expected to do a lot of self-learning using the resources provided and ready to carry out any official job assigned by higher authority.

Essential Qualification/ Education

Class 12 Pass with Diploma in Information Management System/Information Technology/Computer System and Network.

Essential Experience

Basic knowledge in Oracle Database (11g & 12c/latest version) and SQL. Basic knowledge in writing SQL queries and programming languages. Basic Networking and Linux knowledge.

Essential Training

N/A

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:

- Honesty and Integrity
- Enthusiastic
- Balanced attitude to work and life
- Adaptability
- Commitment



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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 Medical Allowance as per Company's Service Rules and Regulations
Reporting date	Will be informed via call	Reporting time	Will be informed via call