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Tashi InfoComm Limited

Job Description

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

Purpose of the Department/ unit:

The ERP, Contact Center & IT Support Section is responsible for operation and maintenance of ERP, contact center modules including solution implementation, handling customer care and monitoring equipments.

Duties and responsibilities:

- Supervise installation of new ERP (Oracle, SAP)and CC hardware systems, sales and order management modules, HRMS and etc.
- Familiarize with Oracle E-Business Application, their features and functionalities (Financials, Procurement, Inventory and HR) and CC solution.
- Familiarize with sales and order management modules, online attendance, DSA and leave management.
- Deploy CC and ERP application under oracle Linux platform with respect to platform tuning, storage configuration and clustering.
- Operation, maintenance and management of CC and ERP application and associated hardware devices.
- Operation, maintenance and management of SAP ERP application and associated hardware devices.
- Provide support and training of ERP and CC applications to the end users and clients.
- Establish system backup and recovery procedure and taking appropriate step for data disaster management.
- Develop various reports as per the requirement.
- Monitor system performance and usage to maintain security and reliability
- Recommend new features or changes to configuration/ workflows based on user feedback.
- Documentation of system modification/changes carried out.
- 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 contact center application, services and hardware.
- Keep abreast of newer application and briefing the immediate supervisor and Department head on the prospective application and their impact.
- Maintain secrecy of business and other confidential information that is acquired due to the nature of the job assigned.
- Maintain proper code of conduct as dictated by Service Rules and Regulations of the company.
- 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.
- 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 Head of Department, Head of Section, Managing Director and Management.



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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, SAP ERP, Cisco Contact Center, and IP telephony. 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.			
Essential Qualification/ Education Class 12 Pass with Diploma in Information Management System/Information Technology/Computer System and Network			
Essential Experience N/A			
Essential Training N/A			
Job related skills and abilities:			
Personal attributes: <ul style="list-style-type: none">• Honesty and Integrity• Enthusiastic• Balanced attitude to work and life• Adaptability			
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