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Bhutan Telecom Ltd.

Corporate Strategy Office (CSO) –TOR of Chief Innovation Officer (CIO)

Job Title	Chief Innovation Officer (CIO)
Position Level	Director
Reports to	CEO
Function	The Corporate Strategy Office (CSO) which is led by the Chief Innovation Officer (CIO) provides vision across all BT for strategic decisions and action plans, and guidance towards technological adoption by identifying emerging industry trends & technologies to lead BT towards its destination statement. The CIO plays a critical role in fostering a culture of innovation within the company and driving the development of new products, services, and business models that leverage technology to gain a competitive edge.
Location	HQ-Thimphu

Accountabilities/Responsibilities

Strategic Leadership and Vision:

1. Lead the CSO in developing and implementing a comprehensive technology vision and strategy aligned with the company's overall business objectives and goals.
2. Provide strategic direction and guidance for all Business Units (BTs) on strategic decisions and action plans to achieve the company's destination statement.
3. Conduct regular reviews and implement improvements to the operation of the CSO, including R&D, Strategy, and Performance Monitoring teams (focusing on innovation aspects).
4. Analyze emerging industry trends and technologies to optimize BT technology adoption strategies.
5. Lead R&D efforts to explore new technologies and solutions relevant to BTL. Study and recommend ways to mitigate the impact of disruptive technologies and market changes (e.g., satellite internet, new market players).
6. Foster a collaborative environment within the CSO and across the company to encourage idea generation, experimentation, and knowledge sharing.
7. Manage the day-to-day affairs of the CSO and strategic objectives according to policies and directives set by the Board and DHI

Innovation Management:

8. Oversee innovation portfolio, including R&D efforts to explore new technologies and solutions relevant to the company's needs.
9. Create internal infrastructure and mechanisms to support innovation initiatives, such as as hackathons, mentorship programs, and technology roadmaps.
10. Lead the creation and implementation of both short-term and long-term innovation strategies, including technology roadmap and investment plans.
11. Build and manage a high-performing technology team with the skills and expertise to drive innovation and digital transformation.

Partnership and Capacity Building:

1. Foster partnerships and maintain institutional linkages with national and international technical/academic/ research institutes and technology providers to access cutting-edge knowledge and resources to facilitate co-creation of innovative products and services.





Accountabilities/Responsibilities	
	<ol style="list-style-type: none"> 2. Build HR capacity and competencies to resolve issues pertaining to quality of mobile service including but not limited to call drop, low internet speed, data security. 3. Build HR capacity and competencies within the company to address future technological challenges relevant to innovation (e.g., AI, Blockchain).
	Business Performance through Innovation:
	<ol style="list-style-type: none"> 4. Develop innovative business strategies to increase BT's customer base and average revenue per user (ARPU). 5. Identify and prioritize development initiatives with a strong innovation focus to achieve business goals.
	Digital Transformation and Strategy:
	<ol style="list-style-type: none"> 6. Drive digital transformation initiatives that leverage innovation to modernize the company's infrastructure and operations. 7. Implement innovative solutions that leverage AI and large language models to enhance service offerings, operational efficiency, and market competitiveness. 8. Review, update, and implement the company's digital strategy, focusing on innovation-driven technology expansion and upgradation plans. 9. Deliver an annual technology strategy report outlining key initiatives, milestones, and expected outcomes.
	Additional Responsibilities:
	<ol style="list-style-type: none"> 10. Provide technical expertise to evaluate changing technologies to improve services, reduce costs, and meet long-term business needs through innovation. 11. Promote a culture of innovation, collaboration, and continuous improvement within the CSO and across the company. 12. Provide guidance for succession planning within the CSO. 13. Adhere to defined occupational health, safety, and welfare policies and procedures. 14. Study and recommend alternative ways to reduce the impacts/risk of single vendor dependency. 15. Ensure proper formulation and implementation of Annual Compact and Team Appraisal System (TAS) and target setting on an annual basis. 16. Any other works as may be assigned by BT management from time to time

Functional Dimensions and Contextual Information	
Reporting	The CIO will report directly to the CEO and be responsible for the overall performance of the CSO and the company's innovation efforts.
Performance Evaluation	The CIO's performance will be evaluated annually based on their success in achieving the objectives outlined in this TOR, as well as their leadership, communication, and collaboration skills.
Staff	The following employee shall directly report to the CIO: <ol style="list-style-type: none"> i. Analysts ii. Performance officer iii. Strategy officers iv. R&D officers
Internal/External Roles	Internally: <ul style="list-style-type: none"> • The CSO requires positive and professional working relationships among its functional units to build the required competence in the core technical areas



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Functional Dimensions and Contextual Information	
	<p>Externally:</p> <ul style="list-style-type: none"> The CSO will ensure good relations with other functions under BT and other stakeholders with an interest in building necessary competencies and know-how sharing.
Qualification, Knowledge, Skills and Experience	<p>Qualification:</p> <ul style="list-style-type: none"> Minimum of Bachelor's degree (ECE/IT/Com App/EE) with good academic record from a recognized university/ institution. Candidates with both degree and masters in computer sciences, information technologies, electronics, or technology management will be preferred. <p>Experience:</p> <ul style="list-style-type: none"> Should have completed at least 13 years (excluding study period) in the fields of ICT/Telecom in medium to large organizations. Candidates with experience in developing and launching new products or services that have achieved success in the market will be preferred <p>Knowledge and Skills:</p> <ul style="list-style-type: none"> Proven experience as a CIO or similar leadership role Strong understanding of the telecom industry, its competitive landscape, and emerging technologies Knowledge of technological trends to build innovation strategy Understanding of budgets and business-planning Ability to conduct technological analyses and research Excellent communication skills, collaboration, and interpersonal skills Leadership and organizational abilities Ability to think creatively and strategically Strong analytical and Problem-solving skills Effective negotiation and vendor engagement/management skills Good analytical and numeracy skills High Integrity/ethics, and the ability to meet the deadlines Desirable to have Experience in building and managing high-performing technology teams.
Employment Type	On contract for an initial period of three years with the possibility of extension based on performance.

Remuneration	<ol style="list-style-type: none"> Basic Monthly Pay: 76500 Contract Allowance: 80% Fuel Allowance: Nu. 4,500/- Performance Based Variable Allowance: 36.67% Annual Increment - Nu. 1,915 Fixed Allowance - 60%
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