

### Terms of Reference

<b>Job Title</b>	Billing Engineer
<b>No. of Slots</b>	One
<b>Section/Division</b>	Thimphu

### Accountabilities/Responsibilities

- ✓ Assist in negotiating international roaming agreements (AA.12, AA.13, AA.14, etc.);
- ✓ Coordinate technical onboarding of new roaming partners (IR.21/IR.85, IR.35, etc.);
- ✓ Monitor roaming performance metrics (TAP, NRTRDE, QoS, IOT rates);
- ✓ Perform international roaming testing with partners, following GSMA IR guidelines (e.g., IR.24, IR.32, IR.35);
- ✓ Manage and maintain roaming test SIM inventory;
- ✓ Maintain rate schedules (IOTs) and update internal systems, and inform DCH/FCH;
- ✓ Review and process test call reports;
- ✓ Ensure that accurate TAP/Invoices/bills are generated and exchanged;
- ✓ Ensure TAPOUT/NRTRDE files are sent to DCH, and TAPIN files received;
- ✓ Perform DIOT settlements;
- ✓ Monitor Roaming usages and inform customers;
- ✓ Coordinate with the signaling carrier, roaming partners, and internal core network team to identify and resolve the roaming service issues;
- ✓ Support the setup and maintenance of interconnect agreements (voice, SMS, data);
- ✓ Coordinate technical onboarding of new interconnect partners;
- ✓ Maintain rate schedules (termination fees) and update internal systems;
- ✓ Monitor interconnect traffic;
- ✓ Perform monthly billing reconciliation for roaming and interconnect invoices and traffic;
- ✓ Assist in preparing of monthly satellite bill;
- ✓ Oversee the fixed line billing activities, including customer onboarding, invoice generation, and service issue resolution;
- ✓ Oversee the operation and maintenance of the billing/charging platforms;
- ✓ Ensure timely billing cycle functions;
- ✓ Provide backend support to customers, Sales Representatives and Contact Center Agents;
- ✓ Assist in providing clarification and details during billing disputes;
- ✓ Perform regular system/database backups;
- ✓ Ensure operation and maintenance of systems;
- ✓ Ensure the documents are uploaded and updated in DMS;
- ✓ Ensure coordination with other Sections within the Division and with other Divisions;
- ✓ Provide timely reports to all stakeholders from billing/charging systems;
- ✓ Configure and test new tariff as and when changes are tariff are to be implemented;
- ✓ Support in projects relevant to billing team.

<b>Qualification, Knowledge, Skills and Experience</b>	<ul style="list-style-type: none"> <li>• BCA, B.Sc IT, BIT, B.Sc Computer Science.</li> <li>• Minimum 60% in Class X, XII and Degree</li> </ul>
<b>Remuneration:</b>	<ul style="list-style-type: none"> <li>• Grade/ Cadre: A1</li> <li>• Pay scale: 28665-715-42965</li> <li>• Corporate Allowance: 20%, Fixed Allowance: 60%</li> <li><b>(Or)</b></li> <li>• Grade/ Cadre: A2 (4 years course)</li> <li>• Pay scale: 31605-790-47405</li> <li>• Corporate Allowance: 20%, Fixed Allowance: 60%</li> </ul>