

**Terms of Reference**

<b>Job Title</b>	<b>Product Engineer</b>
<b>Position Level</b>	Officer
<b>Reports to</b>	Manager
<b>Location</b>	Marketing Section, CSD, HQ-Thimphu
<b>Accountabilities/Responsibilities</b>	
<p><b>A. Product &amp; Technical Support</b></p> <ul style="list-style-type: none"> <li>• Provide technical expertise and support for products to the Marketing and Customer Services teams.</li> <li>• Assist in product configuration, specifications, testing, and technical documentation.</li> <li>• Support pre-sales and post-sales technical inquiries from customers and internal teams.</li> <li>• Troubleshoot and resolve product-related technical issues in coordination with relevant teams.</li> <li>• Participate in product improvement initiatives based on customer feedback and market needs.</li> </ul> <p><b>B. Product Management &amp; Development Support</b></p> <ul style="list-style-type: none"> <li>• Own and manage product-related technical activities across the product lifecycle.</li> <li>• Support product planning, development, launch, and post-launch review activities.</li> <li>• Define and document detailed product technical requirements and specifications.</li> <li>• Coordinate with internal teams and external vendors for product development, customization, and enhancements.</li> <li>• Conduct product feasibility analysis and support cost-benefit evaluations.</li> <li>• Participate in product testing, validation, and acceptance to ensure quality and compliance.</li> <li>• Monitor product performance, reliability, and technical issues after deployment.</li> <li>• Analyze customer feedback, complaints, and usage data to recommend product improvements.</li> <li>• Support version control, change management, and release documentation for products.</li> <li>• Ensure product documentation (technical manuals, specifications, datasheets) is accurate and up to date.</li> </ul> <p><b>C. Product Performance, Compliance &amp; Improvement</b></p> <ul style="list-style-type: none"> <li>• Track and evaluate product KPIs such as performance, defects, customer satisfaction, and adoption.</li> <li>• Identify product gaps, risks, and improvement opportunities based on technical and market insights.</li> <li>• Support compliance with internal standards, regulatory requirements, and quality guidelines.</li> <li>• Assist in audits, inspections, and management reviews related to products.</li> <li>• Recommend corrective and preventive actions for product-related issues.</li> </ul> <p><b>D. Website &amp; Digital Platform Management</b></p> <ul style="list-style-type: none"> <li>• Manage and maintain the company website, ensuring accuracy, functionality, performance, and security.</li> <li>• Update product information, technical content, and marketing materials on the website.</li> <li>• Coordinate with designers, developers, and external vendors for website enhancements and maintenance.</li> <li>• Monitor website performance and recommend improvements.</li> </ul> <p><b>E. Marketing Support</b></p> <ul style="list-style-type: none"> <li>• Support marketing campaigns with technical inputs and feature explanations.</li> <li>• Ensure technical accuracy of all marketing and promotional materials.</li> </ul>	

Accountabilities/Responsibilities	
<ul style="list-style-type: none"> <li>Assist in preparing technical content such as product descriptions, FAQs, and user guides.</li> <li>Support product launches.</li> </ul> <p><b>F. Customer Services Support</b></p> <ul style="list-style-type: none"> <li>Provide second-level technical support to the Customer Services team.</li> <li>Develop and maintain technical knowledge bases and FAQs.</li> <li>Assist in training customer service staff.</li> </ul> <p><b>G. Coordination &amp; Continuous Improvement</b></p> <ul style="list-style-type: none"> <li>Act as a liaison between marketing, customer services, and technical teams.</li> <li>Identify opportunities to improve product usability and customer experience.</li> <li>Stay updated on industry trends and technologies.</li> </ul> <p><b>H. Reporting &amp; Documentation</b></p> <ul style="list-style-type: none"> <li>Prepare and maintain regular technical and product-related reports.</li> <li>Develop reports on product performance, technical issues, website analytics, and customer feedback.</li> <li>Document system changes, product updates, and technical procedures.</li> <li>Provide monthly or quarterly reports to management with insights and recommendations.</li> </ul>	
<p><b>Qualification, Knowledge, Skills and Experience</b></p>	<p><b>Qualification:</b></p> <ul style="list-style-type: none"> <li>Minimum of Bachelors' Degree in Engineering (Product/Industrial/Communication/Mechanical/ Computer Science/Information Technology/ Software) or a related field with good academic record from a recognized university/institution.</li> </ul> <p><b>Knowledge and Skills:</b></p> <ul style="list-style-type: none"> <li>Proven experience in product engineering, technical support, or a similar role</li> <li>Experience managing or supporting websites and digital platforms</li> <li>Understanding of marketing and customer service processes is an advantage</li> <li>Good communication and writing skills</li> <li>High integrity, drive for excellence and good interpersonal skills</li> <li>Result orientation and ability to work autonomously</li> </ul>
<b>Employment Type</b>	Regular
<b>Remuneration:</b>	<p>Grade/ Cadre: A1 Pay scale: 28,665-715-42,965 Corporate Allowance: 20%, Fixed Allowance: 60%</p> <p><b>OR</b></p> <p>Grade/ Cadre: A2 Pay scale: 31,605 - 790 - 47,405 Corporate Allowance: 20%, Fixed Allowance: 60%</p>