

Terms of Reference

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

Accountabilities/Responsibilities

- Assist in preparing technical content such as product descriptions, FAQs, and user guides.
- Support product launches.

F. Customer Services Support

- Provide second-level technical support to the Customer Services team.
- Develop and maintain technical knowledge bases and FAQs.
- Assist in training customer service staff.

G. Coordination & Continuous Improvement

- Act as a liaison between marketing, customer services, and technical teams.
- Identify opportunities to improve product usability and customer experience.
- Stay updated on industry trends and technologies.

H. Reporting & Documentation

- Prepare and maintain regular technical and product-related reports.
- Develop reports on product performance, technical issues, website analytics, and customer feedback.
- Document system changes, product updates, and technical procedures.
- Provide monthly or quarterly reports to management with insights and recommendations.

Qualification, Knowledge, Skills and Experience	<p>Qualification:</p> <ul style="list-style-type: none"> • Minimum of Bachelor's 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. <p>Knowledge and Skills:</p> <ul style="list-style-type: none"> • Proven experience in product engineering, technical support, or a similar role • Experience managing or supporting websites and digital platforms • Understanding of marketing and customer service processes is an advantage • Good communication and writing skills • High integrity, drive for excellence and good interpersonal skills • Result orientation and ability to work autonomously
Employment Type	Regular
Remuneration:	Grade/ Cadre: A1 Pay scale: 28,665-715-42,965 Corporate Allowance: 20%, Fixed Allowance: 60% OR Grade/ Cadre: A2 Pay scale: 31,605 - 790 - 47,405 Corporate Allowance: 20%, Fixed Allowance: 60%