

**Terms of Reference**

<b>Job Title</b>	Technician
<b>No. of Slots</b>	(One)
<b>Section/Division</b>	Customer Assess Network, Western Region, Thimphu

<b>Accountabilities/Responsibilities</b>	
<ul style="list-style-type: none"> <li>• Carry out daily operations and maintenance of network system.</li> <li>• Carry out Preventive maintenance of the system.</li> <li>• Administration and security of the Network Infrastructure.</li> <li>• Installation, configurations, testing and commissioning in close cooperation with the concerned Division.</li> <li>• &amp; M of all backbone and last mile equipment, power subsystems and environmental conditioning.</li> <li>• Operations and maintenance of Telecom WAN connectivity and associated application running on the system</li> <li>• Provision of links and access equipment as per the requirement raised by the customers and ensuring that such services are operated and maintained properly</li> <li>• Maintenance of accurate and up to date documentation of network, equipment and accessories used including those provided to the customers under managed services.</li> <li>• Maintaining inventory register of all equipment and information about its location.</li> <li>• Ensuring that the services the section provides are billed correctly and as per the schedule by providing necessary information to the customer care section</li> <li>• Planning of the equipment, racks, power and other systems layout and drawing up guidelines to ensure proper installation of equipment</li> <li>• Submission of monthly report (preventive maintenance report-both online and hard copy)</li> <li>• Submission of network faults reports and its analysis.</li> <li>• Ensure optimization of Mobile networks based on regular drive test.</li> <li>• Submission of monthly KPI report on OSP/Broadband.</li> <li>• Monthly bill delivery and follow up on pending dues.</li> <li>• Ensuring the safety of the office compound and properties.</li> <li>• Any other job assigned by his/her immediate supervisor in the interest of company.</li> </ul>	

<b>Education:</b>	<ul style="list-style-type: none"> <li>• VTI/TTI Graduate (National Certificate in Electrical/ Electronics/IT/Computer Hardware and Networking)</li> <li>• Minimum 55% in Class-X &amp; XII</li> </ul>
<b>Remuneration:</b>	<ul style="list-style-type: none"> <li>• Grade/ Cadre: C1</li> <li>• Pay Scale: 19585-490-29385</li> <li>• Corporate Allowance: 20%, Fixed Allowance: 60%</li> </ul>