

Terms of Reference

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| Job Title | Technical Officer |
| No. of Slots | 3 |
| Section/Division | Tingtibi/Trongsa/Thimphu |

| Accountabilities/Responsibilities | |
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| | <ul style="list-style-type: none"> • Carry out daily operations and maintenance of network system • Carry out Preventive maintenance of the system • Monitor the network system alarms, traffics regularly and carry out corrective maintenance or rectification • Provide support to other profit and cost centers • Carry out installation and commissioning of network expansions • Assist the Manager in preparation of the network expansions and upgrades • Maintain inventory register of network spares and stocks • Maintain asset register of network system • Provide support and consultancy services to internal and external customers • Carry out local network expansion as per specified quality and standard to meet customer demand within the network Infrastructure. • Exercise control on all expenses that is likely to incur for smooth functioning of exchanges • Proper planning of network optimization and maximization of resources to improve the operating efficiency • Submit the network fault reports with analysis daily • Close SAP PM work order • Prepare and submit the budget proposal of next fiscal year • Assist in providing technical network support and attend to operating system problems particular to LL, BB. • Repair and maintain network and operating systems for uninterrupted services. • Perform routine inspections to identify malfunctions, defects and replacements. • Perform regular back-up and archiving processes to ensure data recoverability. • Configure computer and set-up workstation for employees. • Acting as the Level-2 support assisting the Technicians • Any other job assigned by the immediate supervisor in the interest of the company. |

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| Education: | <ul style="list-style-type: none"> • Diploma in Electronics and Communication Engineering • Minimum 60% in Class- X, XII and Diploma |
| Remuneration: | <ul style="list-style-type: none"> • Grade/ Cadre: B1 • Pay Scale: 23695-590-35495 • Corporate Allowance: 20%, Fixed Allowance: 60% |