

TERMS OF REFERENCE (Engineer, Billing)

Position: Engineer, Billing

No. of Slot: 2

Placement: Thimphu

Major Responsibilities:

- Ensure that accurate Invoices/bills are generated for all services;
- 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;
- Manage services numbering/account (e.g. MISDN);
- Perform regular system/database backups;
- Perform testing of international roaming with partners;
- Ensure operation and maintenance of IN node, PCRF etc.;
- 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

Qualification & Education

- BCA, B.Sc IT, BIT, B.Sc Computer Science.
- Minimum 60% in Class X, XII & Degree

Remuneration:

- Grade/ Cadre: A1
 - Pay Scale: 27,300-685-41,000
 - Allowance: Corporate Allowance 20%
- (Or)**
- Grade/Cadre: A2
 - Pay Scale: 30,985 – 775 – 46,485
 - Allowance: Corporate Allowance 20%