

TERMS OF REFERENCE

Job Title	Chief Innovation Officer
Position Level	General Manager
Reports to	CEO
Function	The Corporate Strategy Office provides vision across all BT for strategic decisions and action plans, and guidance towards technological innovation to lead BT towards its destination statement and is responsible for the research activities and building in-house competency for the optimal use of available resources and providing strategic aid in all kinds of decision makings for BT.
Location	HQ-Thimphu

Accountabilities/Responsibilities	
	<ol style="list-style-type: none"> 1. Manage the day-to-day affairs of the CSO as well as strategic objectives in accordance to policies and directives as may be approved by Board and DHI from time to time. 2. Review and improve operation of the CSO including the R&D team, the Strategy team and the Performance Monitoring team. 3. Provide guidance to the Technical Department to resolve issues pertaining to quality of mobile service including but not limited to call drop, low internet speed, data security. 4. Build human resource capacity including succession planning in consultation with CSSD. 5. Ensure multi-tasking and knowledge sharing. 6. Strengthen current and future activities to conduct business and technology planning, demand management, optimization, manage the existing technology and plan for future technologies to effectively cater to the growing IT demands and needs of the market. 7. Study and recommend innovative ways including scenario planning to minimize impacts on the company due to disruptive technologies like satellite based internet services (e.g. Star link) and introduction of a 3rd player in the mobile market 8. Create and oversee both short and long-term innovation strategies of the company including technology roadmap and investments thereof. 9. Study and recommend alternative ways to reduce the impacts/risk of single vendor dependency. 10. Review, update and implement the company's digital strategy, technology expansion and upgradation plans, business continuity plan and other strategy documents 11. Develop innovative business strategies to increase BT's customer base and average revenue per user 12. Create strategic plans to achieve business goals by identifying and prioritizing development initiatives and provide timelines for evaluation, development and deployment of projects. 13. Create and maintain institutional linkages with both national and international technical colleges and universities to facilitate and co-create innovative services and products 14. Ensure proper formulation and implementation of Annual Compact and Team Appraisal System (TAS) and target setting on an annual basis. 15. Improve business performance and market opportunities by identifying and developing new products and services. 16. Adhere to defined occupational health, safety and welfare policies and procedures related to the work being undertaken in order to ensure own safety and that of others in the workplace. 17. Any other works as may be assigned by BT management from time to time

Functional Dimensions and Contextual Information	
Staff	<p>The following employee shall directly report to the CIO:</p> <ol style="list-style-type: none"> i. Analysts ii. Performance officer iii. Strategy officers iv. R&D officers
Internal/External Roles	<p>Internally:</p> <ul style="list-style-type: none"> • The CSO requires a positive and professional working relationships among its functional units to build the required competence in the core technical areas

	<p>Externally:</p> <ul style="list-style-type: none"> • The CSO will ensure good relations with other functions under BT and other stakeholders with an interest in building necessary competencies and know-how sharing.
Qualification, Knowledge, Skills and Experience	<p>Qualification:</p> <ul style="list-style-type: none"> • Minimum of Bachelor's degree (ECE/IT/Com App/EE) with good academic record from a recognized university/ institution. • Candidates with both degree and masters in computer sciences, information technologies, electronics or technology management will be preferred. <p>Experience:</p> <ul style="list-style-type: none"> • Should have completed at least 10 years (excluding study period) in the fields of ICT/Telecom in medium to large organizations. <p>Knowledge and Skills:</p> <ul style="list-style-type: none"> • Proven experience as a CIO or similar leadership role • Knowledge of technological trends to build innovation strategy • Understanding of budgets and business-planning • Ability to conduct technological analyses and research • Excellent communication skills • Leadership and organizational abilities • Possess strategic thinking • Problem-solving aptitude • Effective negotiation and vendor engagement/management skills • Good analytical and numeracy skills • High Integrity/ethics, and the ability to meet the deadlines
Employment Type	On contract for an initial period of three years with the possibility of extension based on performance.

Remuneration	
1. Basic Monthly Pay:	Nu. 56,250/-
2. Contract Allowance:	75%
3. Fuel Allowance:	Nu. 4,500/-
4. Performance Based Variable Allowance:	15%
5. Annual Increment -	Nu. 1405/-