

## TERMS OF REFERENCE

### 1. Position: General Manager, Operation Division

<b>Job Title</b>	General Manager
<b>Position Level</b>	General Manager
<b>Reports to</b>	Director, Technical Department
<b>Function</b>	Responsible for Operations, Maintenance and performance monitoring of BT infrastructure and ensuring and improving network reliability and efficiency to achieve revenue growth, profitability and service quality standards. The Operations Division's set up as a step towards reducing the risks of introducing and managing emerging and advanced telecom infrastructure products across technology domains (for example VoLTE, 5G, IOT, AI).
<b>Location</b>	HQ, Thimphu

#### **Accountabilities/Responsibilities**

1. Provide leadership and strategic direction for the Operations Division through the development and implementation of the BT's strategic roadmap in line with the company's vision, mission, and values
2. Ensure that BT systems including the Access network, Backbone network, and Core network are up and running at all times.
3. Ensure that all strategic and business objectives, requirements and timeframes of the division are met.
4. Maintain and develop organizational culture, values and reputation with staff, customers, suppliers, partners and regulatory/official bodies.
5. Analyze market trends and opportunities to ensure a healthy customer pipeline.
6. Ensure ethical practices, integrity and positive work culture, enabling the company to attract, retain and motivate a diverse group of talented and motivated employees.
7. Provide business leadership and direction as well as manage resources to their full potential.
8. Ensure the health and safety of the employees and any other person present at the workplace in accordance with BTR.
9. Ensure the documents are uploaded and updated in DMS.
10. The division head will also carry out any other task assigned by the management in the interest of the Company.
11. According to the direction/instruction of the commander (CEO), formulate and adopt policy, give directions and orders, give advice to affected areas of RBCO, set high budget items, encourage employees, determine wide area support, corresponding with other related organizations such as DDM etc.
12. Information from the information management section shall be integrated and then propose the commander for establishment of BCHQ depending on the scale of disaster
13. Being the leader of the BCHQ, should coordinate with RBCO
14. Activation of Emergency Support System based on BCP (Disaster management plan)
15. Manage resources for restoration in BT as an emergency support system.
16. Integrate and analyze entire services and Network damages in BT, and make an emergency restoration plan.
17. Distribute information to internal organizations and external organizations.

Functional Dimensions and Contextual Information	
<b>Internal/ External Roles</b>	<p><b>Internally:</b></p> <ol style="list-style-type: none"> <li>1. Maintain professional working relationship with the staff of the divisions</li> <li>2. Ensure learning and growth of staff in the divisions</li> </ol> <p><b>Externally:</b></p> <ol style="list-style-type: none"> <li>1. Maintain professional working relationship with other divisions</li> <li>2. Facilitate collaboration of the division with other divisions</li> </ol>
<b>Qualification, Knowledge, Skills and Experience</b>	<p><b>Qualification:</b></p> <ul style="list-style-type: none"> <li>● Minimum of Bachelor's Degree (electronics &amp; communications, computer sciences, information technologies, electronics or technology management, electrical and electronics) from a recognized College/University obtained on a full-time mode.</li> <li>● Masters degree in relevant field will be given preferences.</li> </ul> <p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>● Should possess at least 10 years (excluding study period) of working experience in aspect of ICT/Telecom in medium to large organizations of which 3 (three) years should be at the Senior Managers level</li> </ul> <p><b>Knowledge and Skills:</b></p> <ul style="list-style-type: none"> <li>● Advanced management/planning ability</li> <li>● Good written and communication skills</li> <li>● Good presentation skills</li> <li>● Good analytical and numeracy skills</li> <li>● High Integrity/ethics, and the ability to meet the deadlines</li> </ul>
<b>Employment Type</b>	Contract
<b>Remuneration</b>	<ol style="list-style-type: none"> <li>1. Basic Monthly Pay : Nu. 56,250/-</li> <li>2. Contract Allowance: 75%</li> <li>3. Fuel Allowance : Nu. 4,500/-</li> <li>4. Performance Based Variable Allowance: 15%</li> <li>5. Annual Increment - Nu. 1405/-</li> </ol>