

**Terms of Reference for the Director  
Information Technology Services Department  
Thimphu TechPark Limited**

**April 2019**

## Terms of Reference for the Director, IT Department, Thimphu TechPark Ltd.

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### 1. Overview

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Employer	:	Thimphu TechPark Ltd (TTPL)
Department	:	Information Technology Services
Location	:	Thimphu, Bhutan
Position	:	Director
Employment type	:	Contract for three years (renewable based on performance)

### 2. Introduction

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Thimphu TechPark Pvt. Ltd (TTPL), then a joint venture company between Assetz Property Group (APG) of Singapore and DHI started operations formally from 7<sup>th</sup> May 2012. DHI held 26% of shares and rest were owned by APG. In October 2014, DHI assumed full ownership of TTPL after APG decided to exit from the partnership and transferred its shares to DHI.

TTPL is established to provide opportunities for innovation and development, and promoting the growth of IT industry in Bhutan. Currently, the Park hosts data centre, domestic companies dealing with IT and international IT/ITES companies (Scan Cafe from the USA, ZOOP from Canada, SELISE from Switzerland, MultiRational from Australia, Southtech from Bangladesh, Bid Ocean from Canada and Data Scientists from Australia etc.) employing more than 600 people. TTPL has also an incubation centre for entrepreneurs with furnished workstation. TTPL also provides with incubation facilities to foreign companies to run a pilot operation to test the opportunities offered by Bhutan.

Going forward, in line with the DHI Roadmap 2019 – 2030, the company is taking steps to evolve as an IT services provider – catering to companies within DHI Group as well as other clients. The company will focus on becoming the Centre of Excellence for IT, and will consolidate the Group's IT services and resources (including the data centers), and replace all legacy systems and applications with up-to-date applications. It will provide IT and IT enabled services (system development) to all local agencies and then function as IT Manager to the Group, government agencies, and other independent agencies.

### 3. Summary

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The Director of CoE of IT will be responsible for building a team and helping the CEO realize the aim of establishing the Centre of Excellence for IT. The primary responsibilities of the Director are to:

- a. Help the CEO formulate and execute plans to realize and fulfill the mandates of the IT Department in line with the DHI Roadmap;
- b. Provide overall leadership and management of the IT department under the guidance of the Chief Executive Officer;
- c. Lead and manage the IT Department within the parameters established by the Board and the Management;
- d. Plan, monitor and evaluate the performance of the IT Department in realizing the mandates of the department;

## **4. Responsibilities**

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In addition to the responsibilities assigned by the Management, following are the specific roles and responsibilities of the Director.

### **4.1 Key responsibilities**

The Director shall report to the CEO of TTPL. His/her primary responsibilities shall include the following:

- a. To work in coordination with the CEO to build a team of competent professionals from scratch for the new IT Department of the company to fulfill the mandate of establishing a Centre of Excellence for IT in line with the DHI Roadmap;
- b. To consolidate of SAP ERP Team and the Open Source ERP Team of DHI Group under the department;
- c. To build a competent Cyber Security Team to cater initially to DHI Group and later to the Government and other external agencies;
- d. To consolidate the DHI Group's IT services and resources (including the data centers), and help in replacing all legacy systems and applications with up-to-date applications.
- e. To provide IT and IT enabled services (system development) to all local agencies and then function as IT Manager to the Group, government agencies, and other independent agencies.
- f. Manage the day to day operations of the Department within the guidelines, rules, policies and directives issued by the Board and the Management;
- g. Implement all plans, policies and performance targets for the department approved by the board and management;
- h. Develop/revise systems and processes for effective and efficient delivery of services by the department;
- i. Ensure that the authorities delegated by the Management are exercised in the manner and within intent of such delegation and referring all matters outside his delegations to the CEO for approval;
- j. Ensure that all activities of the department are compliant with any legal and regulatory obligations;
- k. Apprise the CEO on all matters of significance;
- l. Other responsibilities as may be designated by the CEO from time to time.

### **4.4 Human Resource Management and Development**

- a. Provide overall leadership and motivation for the team to perform at the optimum level at all times;
- b. Inculcate performance culture in the company

- c. Develop and implement HR Plan for the Department to identify and prioritize actions for continued and efficient delivery of core operational services of the Department. This shall include the manpower planning and sizing for optimum utilization of human resources;
- d. Undertake Training Needs Assessments to determine what training needs to be provided to help individuals and the department accomplish its goals and objectives;
- e. Undertake Employee Engagement Survey to understand the motivation level of employees for efficient operation of the department;
- f. Foster a corporate culture that promotes ethical practices and encourages individual integrity and social responsibility; and

#### **4.5 Relationship Management**

- a. Ensure effective communication, appropriate and constructive relationships are maintained with the shareholder and relevant stakeholders;
- b. Protect and enhance the image and reputation of the Company;
- c. Represent the company as and when required on behalf of the CEO in dealing with the customers, statutory bodies and government agencies.

#### **5. Qualification & Experience**

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- a. Minimum of Bachelor's Degree in Engineering obtained from a recognized university through regular (full time) program. Preference may be given for Masters Degree holders.
- b. Minimum (10) years' relevant work experience, which should include a minimum of three years of active service at Manager level & above for corporate or equivalent position for civil servants. 1.5 years of study period shall be considered as active service.
- c. Should have demonstrated in his/her past roles that he/she is a result-oriented person who takes actions and delivers results effectively and efficiently.

#### **6. Skills, knowledge and Attributes Required**

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- a. Excellent managerial and technical capabilities;
- b. Excellent analytical, problem solving and decision-making skills;
- c. Strong negotiation and client management skills;
- d. Strong oral and written communication skills;
- e. Impeccable integrity or business ethics;
- f. Strong inter-personal skills and ability to develop and foster meaningful relationship with relevant stakeholder;
- g. Ability and desire to complete works/projects under deadlines.

#### **7. Employment Type and Tenure**

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The Director shall be recruited for contract term of three (3) years, which may be renewed based on performance.

## 8. Salary & Others Benefits

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Basic pay:	Nu. 60,000 per month
Contract Allowance:	50% of the Basic pay (negotiable based on candidate's competence and experience)
PBVA:	Maximum of 20% of the annual basic pay subject to fulfillment of annual Compact signed between DHI and TTPL.
Employer's PF Contribution:	11% of basic pay
Communication allowance:	Nu. 2,000

Other benefits shall be as per the Company Service Rules and Regulations.

## 9. Mandatory documents (required to submit along with application)

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- a. Curriculum vitae (CV) indicating clearly the details of applicant and with names and details of two referees.
- b. Bachelor's Degree certificate and transcripts.
- c. Master's Degree certificate and transcripts (if applicable).
- d. A valid document proof/evidence to show 10 years of work experience.
- e. A valid office order of appointment/promotion to Manager or equivalent position level.
- f. A valid Citizenship Identity Card.
- g. A valid audit clearance certificate for interview.
- h. A valid security clearance.

Non-submission of any of above documents or partial submission shall lead to rejection of application.

Additionally, the following documents shall be produced by the candidate selected as the Director, prior to his/her appointment:

- a. Valid medical fitness certificate.
- b. No objection certificate letter from the employer, if currently employed.