# Terms of Reference for Dy. Project Manager

Bhutan Integrated Taxation System (BITS) Project Office
**Thimphu TechPark Ltd.**

## 1. Overview

Employer                : Thimphu TechPark Ltd (TTPL)
Location                : Thimphu, Bhutan
Position                : Dy. Project Manager
No. of vacancies        : 1
Employment type         : 3 years contract with possible extension based on Company's
requirement and performance of the individual.

## 2. Background

Department of Revenue and Customs (DRC), Ministry of Finance, Royal Government of Bhutan has undertaken a modernization process that will result in evolving to a function-based organization, incorporates risk-based evaluation of taxpayers, and integrates its tax operations to allow a "whole of client" view of a taxpayer's tax situation. As a part of this process of modernization, the DRC has determined that it should replace its current Revenue Administration and Management Information System (RAMIS) that was developed in 2012 with a new product that will accommodate the change in operating methods. The acquired solution will be modified and configured to meet the requirements of Bhutan's tax laws and procedures.

The objective of the Project is to provide technical solution to modernize Bhutan's tax administration in order to:

- increase voluntary tax compliance,
- reduce tax evasion,
- reduce compliance costs and,
- increase the administrative efficiency.

DRC has awarded Thimphu TechPark Private Ltd. (TTPL) to install and configure a commercial integrated tax administration software product; this product must be in operation in a tax administration, will be customized for Bhutan's requirements, must be supplied with source code and not require annual licensing.  The purchaser (DRC) requires that the solution that is built on opensource components. DRC expects TTPL to be able to carry out the maintenance, technical support, training and other obligations regarding the installed software product. TTPL has partnered with IUNetworks LLC from Armenia to carry out the development and implementation of                                the                                software.

The Bhutan Integrated Taxation System (BITS) implementation requires carrying out multi-fold activities starting from assessment of institutional capacity of government agencies, status-quo study, need analysis, business process re-engineering, gap analysis by benchmarking global practices, review of government policies and regulations, and implementing action plan for ICT

infrastructure and systems, deriving recommendations.  This is a revolutionary project and being first of its kind in Bhutan. Several critical expertise has been identified as necessary to be part of the project team. Besides experts on technology, experts with very good experienced and knowledge on the taxation laws, regulations, and practices within the region and in the international arena is also sought after.

The project started in 16June 2020. It is scheduled for a total of three years followed by two years warranty period.

**3 Objectives**

The Dy. project manager will be responsible for assisting Chief Project Manager with administrative, documentation, process and general software development related support activities. Individual must demonstrate the ability to support several developers and business analysts, by providing the wide variety of administrative and computer skills to assist in the projects. Assignments typically include word processing, document preparation, stakeholder management, organizing meetings, requirement gathering, preparing reports, by utilizing computing resources with a variety of applications. Perform as primary support focal point for inquiries and problem resolution during the pre-release, release and revision phases of the software development cycle. Perform non-technical duties of the project. Act as process and tool expert for software design teams. Must possess ability to coordinate and lead activities as well as strong organization and analytical skills.

**4. Roles and responsibilities**

- **Organize Project tasks**

Organize the project tasks in the project management software and follow up with concerned individuals/groups/organizations to ensure the tasks are carried out on time and escalate to senior management if there are problems.

- **Organizing Documents**

A key aspect of a dy. project manager's role is keeping all important project documents including invoices, and contracts well maintained. Implement filing systems and ensure it is properly used so that it is easy to find any document quickly and efficiently.

- **Project correspondences and communications**

Responding to emails, letters, and telephone calls are key job functions. Dy. project manager must serve as one of the main points of contact for the project and for anyone involved in the project, so it's important that they maintain a professional disposition at all times and are able to answer queries or requests for information regarding the project.

- **Stakeholder management**

Make Stakeholder Management an integral part of the project by identifying and maintaining good relationships with the people who have most impact on the project. Communicate effectively with each one in the right way through regular update meetings and reports to keep them "on board."

- **Order Supplies**

Dy. project manager shall liaise with Administration division and suppliers to order supplies for projects and the office, including equipment, stationery and other consumables.

- **Organize Meetings**

Dy. project manager shall arrange and prepare for project meetings in-office and off-site, which includes managing schedules for meetings and conferences with project team including with project stakeholders. The dy. project manager shall record the minutes of the meetings, circulate the minutes and get them signed. Update the action items from the meetings into the project management software as tasks.

- **Follow up on Project tasks**

Organize the project tasks in the project management software and follow up with concerned individuals/groups/organizations to ensure the tasks are carried out on time and escalate to senior management if there are problems.

- **Other tasks**
  - Collating budget and expenditure data for periodic reporting
  - Collating and circulating project reports
  - Drafting presentations and formatting documents.
  - Supporting senior team members with administrative functions.
  - Facilitating project communications.

The dy. project manager must also work to change priorities from time to time, occasionally moderate the work being carried out. They should be ready to raise the alarm when, if they suspect a counterproductive working environment. Additionally, their role is also to take up responsibilities assigned by the management in the interest of the company from time to time. Be it within the organization, a client, or other such stakeholders.

**5. Employment Type and Tenure**

On contract for 3 years initially, that can be renewed based on performance and requirements.

## 6. Qualification & Experience

- Degree in Computer Science, Computer Engineering, Information Technology or Information Systems or Software Engineering or related field. A Master's Degree in a related field is preferred
- Degree in Business Studies with sufficient experience of having worked as core team member in Software Development industry as business analysts, or dy. project manager, may be considered subject to management decision.
- At least 5+ years of professional experience with at least on 3+ years' working experience in software development environment
- Outstanding organizational skills, proficient with git and git workflows
- Working knowledge of databases and SQL
- Proven ability to operate effectively in complex bureaucratic environment, where strategic planning, problem-solving and ability to optimize resources drive progress and success
- Excellent communication and report-writing skills
- Ability to lead a team and also to work independently and multi-task effectively
- Demonstrated understanding of projects from the perspective of both client and business
- Flexible and willing to accept change in priorities as necessary
- Strong attention to detail
- Strong communication skills, both written and spoken
- Good knowledge of other Agile frameworks
- Relevant certifications will be a plus

## 7. Salary & Others Benefits

| Starting Grade | M3 |
|---|---|
| Basic Pay | Nu. 30,985 /- |
| Contract Allowance | 30% of basic pay |
| Communication Allowance | Nu. 1,500/- per month. |
| Performance Based Variable Allowance (PBVA) | Maximum of 15% of the annual basic pay subject to fulfillment of annual Compact signedbetween DHI and TTPL. |
| Annual Bonus | Maximum of two months of basic pay depending on fulfilment of company's targets in Compact Plus and, revenue and profit targets. |
| Employer's PF Contribution | 15% of basic pay |

**8. Mandatory documents (required to submit along with application)**

1. TTPL Employment Form (available at www.thimphutechpark.bt).
2. Curriculum vitae (CV) indicating clearly the details of applicant and with names and details of two referees.
3. Master's Degree certificate and transcripts (if relevant).
4. Bachelor's Degree certificate and transcripts.
5. Class XII and X certificate and transcripts.
6. A valid Citizenship Identity Card or Passport.
7. A valid security clearance.
8. A valid document proof/evidence to show relevant work experience.
9. No objection certificate letter from the employer, if currently employed in an IT industry in Bhutan.

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 selected candidate, prior to his/her appointment:

1. Valid medical fitness certificate.

Interested candidates fulfilling the prescribed eligibility criteria may submit their applications along with all the required documents listed in the Terms of Reference to hro.ttpl@gmail.com  For any queries related to the application submission, please contact TTPL at 17690564 during office hours.

The last date for submission of application is **24th September 2021.**

**9. Selection Process**

**Stage 1:** All applicants who fulfill the criteria as per the ToR shall be called for the written exam.

**Stage 2:** Shortlisting for interview – Applicants will be shortlisted based on their performance in the written exam for the final interview. The cut-off marks and the number of candidates to be shortlisted will be decided by the Management level HR Committee based on the number and quality of candidates.

**Stage 3:** Final selection and ranking for standby

Final selection and ranking will be based on the following weightages: Interview (60%) and Written Test (40%).