

SAI TRADING PARTNER
"A small venture, A big dream"
Thimphu, Bhutan
www.saitp.com

TERMS OF REFERENCE (TOR)

Position: Technical Manager

Location: Thimphu, Bhutan

Employment Type: Full-Time

1. Background

SAI TRADING PARTNER is a procurement and project solutions firm specializing in government tenders, international bidding, and turnkey project execution. To support its expanding operations, STP is seeking a qualified **Technical Manager** to lead technical operations, project implementation, and post-sales support.

2. Position Objective

The Technical Manager will ensure the effective and compliant execution of projects by managing technical documentation, coordinating with suppliers, overseeing installations and maintenance, and providing after-sales support. The role demands a blend of high technical expertise, procurement knowledge, and client service acumen.

3. Key Roles and Responsibilities

A. Technical Operations & Project Management

- Supervise the installation, testing, and commissioning of supplied equipment to ensure compliance with specifications and client requirements.
- Conduct site inspections, troubleshooting, and technical assessments.
- Maintain comprehensive technical documentation, including installation and maintenance records.

B. After-Sales Service & Maintenance

- Lead after-sales support, providing technical troubleshooting and maintenance for installed systems.
- Develop and implement preventive maintenance schedules for clients.
- Coordinate spare parts management and warranty support with suppliers.

C. Tender & Bid Support

- Prepare and review technical bid documents for government tenders and international competitive bidding (ICB).
- Conduct technical compliance checks and prepare bid sheets, comparison charts, and costing documentation.
- Coordinate with suppliers to obtain quotations, technical brochures, and compliance certificates.

D. Procurement & Product Research

- Conduct market research and rate analysis for technical products and equipment.
- Evaluate and identify suitable suppliers based on project specifications and technical suitability.
- Support procurement activities for both international and local sourcing.

E. Logistics & Supply Chain Coordination

- Coordinate shipping schedules, customs clearance, and delivery logistics.
- Monitor supplier delivery performance and ensure the safe transport of goods to project sites.
- Liaise with freight forwarders and manage inventory and warehouse handling as needed.

F. Client & Stakeholder Coordination

- Maintain professional communication with clients, government agencies, and project stakeholders.
- Attend technical meetings, site visits, and prepare project progress reports for management.

4. Required Qualifications

- **Education:** Bachelor's Degree in any of the field: IT/ Electronics & Communication, Network Engineering, or a related field.
- **Certifications:** Additional certifications in Networking, or Procurement are an advantage.

5. Required Experience

- Minimum of 4-5 years of relevant experience in technical operations, IT systems, engineering support, or project implementation.
- Proven experience in government IT related project implementation is preferred.
- Experience in technical equipment installation, maintenance, and troubleshooting.
- Experience with logistics coordination is highly desirable.

6. Key Competencies

- **Technical:** Strong understanding of technical systems, IT infrastructure, or electronic equipment; ability to interpret technical drawings; proficiency in MS Office and technical documentation.
- **Professional:** Strong analytical, problem-solving, and project site coordination skills; excellent communication; meticulous attention to detail; ability to manage projects and travel for site work.

7. Key Performance Indicators (KPIs)

- Successful completion of project installations and commissioning.
- Timely response and delivery of after-sales support.
- Accuracy and quality of technical tender documentation.
- Efficiency in logistics and supply chain coordination.
- High client satisfaction and effective supplier management.

8. Working Relationships

The Technical Manager will coordinate with:

- Company Management and internal teams.
- International suppliers, manufacturers, and technical partners.
- Government agencies, consultants, and logistics providers.

9. Employment Conditions

- Full-time position with an initial six months' probation period.
- Salary and benefits are negotiable based on qualifications and experience.
 - Starting Nu. 40,000/- Plus 20% house rent allowance and 5% PF
 - HRA + PF will commence from regularizing the service.

10. Application Requirements

Interested candidates should submit:

- An updated CV/Resume.
- Copies of academic certificates and technical certifications.
- Relevant work experience documents and references.