



ཀྲུལ་ཡོངས་དགོངས་ཁུའི་ཐུར་ཕོགས་དང་འཛོ་རྟེན་མ་དངུལ།

NATIONAL PENSION AND PROVIDENT FUND

Securing Future Together

Terms of Reference, Assistant/ Deputy Manager, Applications Unit, ICTD, Head Office

Designation and Division	Slot	Qualification	Grade	Basic Pay
Assistant/ Deputy Manager, ICTD. HO, Thimphu	2	4 years Bachelor’s Degree in Information Technology from recognized university	7	21,990 /-
		3 Years Bachelor’s Degree in information Technology from recognized university	8	20,230/-
Allowances: a) 20% House Rent Allowance. b) 40% Pension and Provident Fund Management Allowance c) Monthly Lumpsum Increment Nu. 12,225/- (Grade 8), 12,300 /- (Grade 7) d) Maximum two months basic salary as ex-gratia based on organizational performance; e) Maximum of 25% of the total basic pay per annum as Performance Based Variable Incentives based on individual performance; f) Staff incentive housing loan, vehicle loan, and education loan at 5% interest rate.				
Title of Position:		Assistant / Deputy Manager		
Reporting to:		Head, Applications Unit, ICTD		
Functions:		ICTD		
Employment		Regular		
Purpose of Position:				
This position involves overseeing software maintenance, system upgrades, database backup, cybersecurity measures, and project coordination, while also leading application-related initiatives to enhance organizational efficiency. By acting as a bridge between business units, branch offices, and technical teams, the Deputy Manager ensures service expectations are met and application-related risk controls are effectively implemented. Additionally, the role requires expertise in programming languages, system architecture, IT governance, data privacy regulations, and stakeholder engagement to drive innovation and maintain a secure, high-performing digital ecosystem.				
Duties, Responsibilities and Accountabilities:				



ཀྲུལ་ཡོངས་དགོངས་ཁུ་འབྲེལ་གས་དང་འཛོ་རྟེན་མ་དཔུང་།

NATIONAL PENSION AND PROVIDENT FUND

Securing Future Together

1. Train and guide colleagues and relevant stakeholders to enhance skills and competencies for effective service delivery.
2. Maintenance of Integrated application/system and Websites.
3. Application and Database backup for restoration and EOD processing.
4. Periodical Submission of CIB Report.
5. Coordinate RFP preparation for ICT Policy, Integrated solution and hiring of ICT consultant.
6. Tender opening Committee.
7. To coordinate project related to application in case the proposed project is approved.
8. Excellent understanding of programming languages (Javascript, Python, SQL etc), system architecture, databases (Oracle, MySQL, PostgreSQL), APIs, and cloud environments.
9. In-depth knowledge of data privacy, IT risk management, and compliance.
10. Analytical mindset with attention to detail and problem-solving abilities and strong communication and stakeholder engagement skills.
11. Lead the end-to-end management of enterprise and customer-facing applications of NPPF.
12. Strong leadership, project management, and organizational skills.
13. Gather, analyze, and translate business requirements into technical specifications.
14. Maintain documentation in alignment with audit and regulatory standards.
15. Participate in the Projects and review of ICT's strategic plans.
16. Ensure compliance with ISO/IEC 27001 (Information Security Management), ISO/IEC 20000 (IT Service Management), and other relevant standards.
17. Support internal and external audits related to software and information systems.
18. Maintain application-related risk registers and support implementation of controls.
19. Monitor and enforce adherence to data privacy regulations (e.g., GDPR, PCI-DSS).
20. Lead cross-functional application projects from initiation to closure if the project is approved.
21. Ensure proactive maintenance, timely upgrades, and patch management of integrated applications of NPPF.
22. Lead root cause analysis of application failures and coordinate incident resolution.
23. Act as liaison between business units, Branch Offices and technical teams, ensuring service expectations are met.
24. Application uptime, User satisfaction and service delivery metrics.
25. Ensure secure, daily backup of all critical business data with encryption and retention policies, and perform system checks, complete transactions, and generate reports to close



ཀླུ་ཡོངས་དགོངས་ཁྱིའི་ཐུན་ཕྱགས་དང་འཛོ་རྟེན་མ་དཔུང།།

NATIONAL PENSION AND PROVIDENT FUND

Securing Future Together

daily operations accurately and securely.

26. Possess strong analytical and technical skills to identify, investigate, and resolve cybersecurity threats and system issues efficiently.
27. Adherence to policies, procedures and end-user acceptable use of policy as per ISO/ IEC 27001 and ISO/ IEC 27701.
28. Any other works assigned by the supervisor

Qualification, Key Skills and Competencies

Qualification:

Bachelors in information technology (4 /3 years course) from Recognized University

Experience: NA

Key Skills and Competencies:

1. Functional/Domain Expertise (System Analysis, Software development skills, Network Analysis, Database Management, ICT policies, standards and regulation.
2. Creativity and Innovation.
3. Analytical and Critical Thinking
4. Logical Reasoning.
5. Legal advocacy.
6. Technological Affinity



ཀྲུལ་ཡོངས་དགོངས་ཁྱའི་ཟུར་ཕོགས་དང་འཛོལ་ཉེན་མ་དབུལ།

NATIONAL PENSION AND PROVIDENT FUND

Securing Future Together

