



## Program Manager

Location: Morristown, NJ or virtual

### About TM Forum:

TM Forum is the global member association for digital business. We provide a platform for hundreds of global members across a wide range of industries – communications, technology, cities and municipal government, insurance, healthcare, and so on – to collaborate and partner to co-create, prototype, deliver, and monetize innovative digital services for their billions of customers.

Our vision is to drive the next wave of digital business growth – the digitization of every industry – by providing a common innovation platform to connect businesses, industries, and ecosystems. We do this in a highly practical and agile way through collaboration programs and communities which lead to rapid prototypes – ranging from digital business models to interconnectivity APIs – that have real world commercial applications. Complementing our collaboration programs, the Forum provides thought-provoking digital business research and publications, industry best practices and standards along with training programs to accelerate adoption, and events and workshops which connect top business & IT leaders to learn, network, and develop meaningful partnerships.

**A Program Manager** has a high-level of job responsibility and serves as a mediator between executives and numerous staff members employed as part of his or her specific area. People in this role are in charge of planning, implementing and executing specific company goals or policies.

Duties associated with this position involve motivating and managing the program's team members. Other duties include issuing progress reports and ensuring deadlines are met in a timely and efficient fashion.

**A Program Manager** is responsible for devising, organizing, and implementing high profile projects that are very complex in nature. This involves overseeing a large compliment of resources divided into various project teams. These teams may include business analysis, and project management.

The **Program Manager** performs the following tasks for a specific Program (Open, Customer Centricity, and Agile), for those Collaboration Projects within them (Catalysts) and the overall Program (end to end and cross functional activities):

### Supervising work execution

- Managing deliverables in community tools; team approval cycles
- Approval by membership
- Encourage starter "contributions" to get work going
- Managing change (vs. Charter/Plan of Record/etc.)
- Adoption plan → when we need IT or other support to make the deliverable happen in a way that makes it easy to use (web based, app, etc.)
- Issue escalation when appropriate

### Providing resolution for problems

- Helping to derive imaginative and unbounded solution options
- Broad & tactful exploration of solution options
- Transparent selection of solution with documented criteria
- Plan and track implementation

### **Maintaining** program schedules

- Manage Collaboration Workstream Lifecycle
- Finding the team...(call for participation, individual outreach)
- Establish Interest Group/community
- Create and manage project Charters
- Call for and select Leads for workstreams
- Community site and working project areas
  - Set up, organization
  - Working policies of community/working projects
- On-going management of working projects
- Enforce IPR policy
- Coaching of leaders
- Updates on project activities to marketing/Inform
- 

### **Reporting** on project status.

- Status/tracking of key indicators of success of the program
- Provide communication updates to team and community
- Maintaining momentum/key milestones

### **Mitigating** program risks

- Manage change
- Manage “Contributions”
- Manage potential Member conflict or disagreement

### **Additional tasks**

- Ensure publication readiness of documents
- Ensure compliance to methodology for team, member, and corporate approval of documents to be published
- Ensure quality of content
- Ensure version compatibility and continuity of published documents

The **Program Manager** is also expected to contribute and support outward facing activities including communications, events (Action Days, Weeks, Catalyst Infocus, Forum Live) and marketing content development, as needed.

### **Cross Program Activities**

The **Program Manager** is expected to: Define, create and align consistent Program Management processes and policies across all Programs.

- Enforce IPR policy
- Set up Cross team/project Coordination as needed and as above
- Support the definition of Forum release strategy
- Support the definition and requirements for the Collaboration environment

### **Development/Working group infrastructure**

- Manage Collaboration Workstream Lifecycle
- Finding the team...(call for participation, individual outreach)
- Establish Interest Group/community
- Charter

- Call for and select Leads for workstream
- Community site and working project areas
  - Set up, organization
  - Working policies of community/working projects
- On-going management of working projects
- Enforce IPR policy
- Coaching of leaders
- Updates on project activities to marketing/Inform

### **Creating deliverable**

- Managing deliverables in community tools; team approval cycles for work.
- Approval by membership
- Encourage starter “contributions” to get work going
- Managing change (vs. Charter/Plan of Record/etc.)
- Adoption plan → when we need IT or other support to make the deliverable happen in a way that makes it easy to use (e.g. web based, app, etc.)
- Collateral – produce summary of deliverables for marketing

### **Cross team/project Coordination.** (Additional to #1 for cross team)

- Cross team project alignment based on program strategy and direction
- Joint community site and working project areas for cross team projects
  - Set up, organization
  - Working policies of community/working projects
  - IPR concerns

### **Agile project event planning and execution**

- Action Days/Workshops/Hot House/Sprint
- End to end responsibilities for planning and execution

### **Day to day running of Best Effort Projects**

- Manage team
- Project lifecycle Management
- Manage Vacations/holidays/time zones to maximize productive time
- Maintaining momentum/key milestones
- Manage “Contributions”
- Manage Team issues
- Coaching as appropriate
- Manage change
- Provide communication updates to team and community

### **Release timing – Releases and Interim**

- Best approach (i.e. when to release – with major release or not – meet date or do more content?)

### **Catalysts**

- Work with Catalyst Manager

### **Action Week**

- Set Action Week plan to meet strategic program objectives
- Approach – define format/style meetings
- Set detailed Agendas

- Attendance – outreach to project members and newcomers in communities
- Plan execution of meetings
- Host/ manager of meetings on site
- General problem solver
- Getting any outside speakers
- Making it interesting and valuable

#### **Adoption/Adaption**

- Execute adoption plan

#### **Skill Requirements:**

- Min of Bachelor's Degree and 8+ years' experience in technology / Telecommunications and industry (Digital Health, Smart Cities, Smart Energy) / Program Management or related area (MBA Preferred)
- Must have an understanding of the drivers & key requirements of the communications industry
- Significant experience in agile business development and management, a plus
- Excellent communication with all levels of the organization is particularly important
- Where required, assist in quality audits in line with best practices
- Individual must be collaborative in approach
- Candidate must have the flexibility and ability to travel internationally multiple times during the year from multi-day to week long trips and the ability to adjust quickly to time zones
- Strong analytical, interpersonal, communication and organizational skills
- Possess the ability to think strategically
- Understanding of the TM Forum's Framework, a plus
- As a global organization, exposure working with colleagues and project teams across multiple geographic locations and cultures
- Strong computer skills with a working knowledge of MS Office, and the ability to use tools to report status and progress in a clear and concise manner
- Conflict resolution and diplomatic characteristics are desirable skills
- The ability to manage stressful situations and make rapid informed decisions is a requirement of this position
- Must have a dynamic and flexible attitude and an ability to work and lead people at all levels in the organization

For immediate consideration, please email your resume to [recruit@tmforum.org](mailto:recruit@tmforum.org).

An Equal Opportunity Employer

TM Forum does not accept resumes from unauthorized agencies and search firms. Resumes submitted on this site by unauthorized third-parties will not be considered for posted positions and are not eligible for any compensation. All third-party agents and search firms must have an approved contract with TM Forum in order to submit resumes on behalf of candidates.