



Location: Parsippany, NJ or US (Home-based)

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.

Position Summary:

Reporting to the IT Operations Director, the Web Designer will work with staff across the globe and be responsible for design, development (primarily front-end) and maintenance of our internal and external website and email communications. These communications will need to be designed according to best coding practice and also be optimized for both desktop and mobile devices. This role will also assist with mockups and requirements for develop as well as quality assurance testing and documentation as needed.

Responsibilities:

- Creating and editing pages on our WordPress websites and other platforms that allow for HTML/CSS design
- Basic WordPress administration tasks such as creating users, editing permissions, plugin management, redirects, etc.
- Designing and creating emails and email templates on Marketo
- Creation of banners and graphics to be used on websites and emails, optimized for desktop and mobile
- Creation of website and email mockups based on requirements communicated through email or in-person/remote meetings
- Aide marketing and staff with updating website and email content by providing one-on-one support, training and documentation
- Escalating bugs and new development requirements to a web development team by creating Jira issues and adding replication steps/requirements, mockups, HTML/CSS as needed.
- Assisting with quality assurance testing for website releases and changes
- Work with a case management system to update requests, log hours and respond to staff and website users
- Work closely with other designers, developers, marketing and staff across multiple time zones

- Communicate with our website customers in regards to broken links and any difficulties they experience with the website
- Be able to meet a service support level agreement (SLA) for responding and completing tasks in a timely fashion
- Submit status reports to manager and participate in team meetings including a daily stand-up

Requirements:

- 1-2 years of working, business experience in web design and development
- Advanced knowledge of HTML, CSS. Must be able to hand-code and should have good working knowledge of HTML5 and CSS3
- Must be able to create webpages and email, need to be able to optimize designs and code for cross-browser and mobile device capability.
- Experience using Adobe Creative Suite particularly Photoshop/Illustrator and Content Management Systems, preferably WordPress
- Knowledge or experience with Marketo, Etouches, Higher Logic Communities, Sharepoint, Jira, Salesforce a plus
- Working knowledge of SEO, website traffic reporting tools, specifically Google Analytics
- Basic knowledge of Javascript/JQuery. PHP knowledge a plus
- Strong knowledge of web design best practices, graphic optimization, cross-browser compatibility, responsive design
- Availability for website releases as needed: 5pm ET on Fridays and periodically on Saturday morning for a major release
- Must have strong ability to plan, organize and prioritize work. Will need to work on several projects at a time
- Good interpersonal, organizational and customer relation skills
- Proven ability to work in a busy environment to deadlines
- Ability to commute to Parsippany, NJ preferred
- Ability to travel for work as necessary (generally not more than 1-2 times per year)

For immediate consideration, please email your resume to recruit@tmforum.org. EEOC.

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