

Product Management Director

Location: US/Western Europe

About TM Forum

TM Forum is a global association of over 850-member companies that generate US\$2 trillion in revenue and serve five billion customers across 180 countries. We drive collaboration and collective problem-solving to maximize the business success of communication and digital service providers and their ecosystem of suppliers around the world. Today, our focus is on supporting members as they navigate their unique digital transformation journeys, providing practical and proven assets and tools to accelerate execution and platforms to facilitate collaborative problem solving and innovation. You can learn more at www.tmforum.org.

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.

Job Overview

We are looking for an experienced and senior product manager to oversee TM Forum's Training, Tools and Services (TT&S) product lines as well as our Catalyst products. The position will be based in Europe or the United States (East Coast).

Our [TT&S product lines](#) include on-site and online training courses to promote the adoption of TM Forum standards and industry best practice, coaching, workshops, conformance certification for [Frameworkx](#) and [Open APIs](#), as well as SaaS based software tools for digital maturity assessments and ecosystem modeling. TT&S represents a \$3.5m business, with new products regularly being introduced to the portfolio.

[Catalysts](#) are proof-of-concept projects developed collaboratively by TM Forum members to create innovative solutions to common industry challenges. The TM Forum 'product' includes tools, services and marketing support to Catalyst teams. We are currently introducing new types of Catalysts which require hands-on product management through a formal NPI process.

The Product Management Director will report to, and work closely with, the EVP Collaboration & Innovation to develop TM Forum's product strategy and business plans. The role also includes some operational responsibility for the product lines and will have a small number of direct reports.

The TIME Collaboration Methodology

A central pillar of our work is identifying the latest technology issues impacting our members, bringing members to collaborate with each other to find scalable solutions and ideas. We help our members turn the outputs into tools, training and services that other members can use, so they can further their digital transformation. We codify this collaboration methodology as 'TIME', which stands for 'Think', 'Innovate & Make' and 'Execute'. We give our members 'TIME' so they can go faster in their digital transformation.

Responsibilities

- Full ownership of the TIME product lifecycle, including product definition, specification, new product development roadmap, positioning, value propositions, pricing, go-to-market strategy and execution model
- Execution planning and operational management, including touchpoints and activities across all functional areas - marketing, member engagement, events/sales, collaboration
- Working closely with TM Forum's Product Marketing function to support product launches and campaigns
- Developing and managing TM Forum's New Product Introduction processes
- Leadership of operational sub-teams and support for ongoing work items, problem resolution, etc.
- Supporting the sales process.

Requirements

- At least 10 years' experience in product management, including both software and services-based product lines, with a proven ability to manage all stages of the product lifecycle
- Understanding of the telecoms industry, including its IT systems and processes
- Excellent written and verbal communication skills and presentation skills
- Good team manager with a pro-active, hands-on approach

- Knowledge of TM Forum standards (Frameworkx, Open APIs) and experience of our Catalyst program would be a big advantage.

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

An Equal Opportunity Employer

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