Technical Instructional Designer: e-Learning
Location: UK / 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.

Role Overview
We are looking for a professional eLearning Instructional Designer to design and develop eLearning and self-paced learning experiences. The goal is to facilitate learners in acquiring knowledge in the best practices of TM Forum’s Open Digital Framework architecture relating to Telcom’s and IT infrastructure. Creating courses to transfer skills and competencies in an effective and appealing manner.

The training curriculum is based on the best practices which have been created by our members who collaborate to break down technology and cultural barriers between digital service providers, technology suppliers, consultancies and systems integrators. TM Forum is planning to increase our capacity to deliver on our new Open Digital Framework curriculum including instructor lead and self-paced courses as well as looking to introduce new and innovative educational services. The eLearning Instructional Designer will report to the director of product management, training and accreditation and will work closely with the TM Forum SMEs from the training and accreditation team as well as TM Forum marketing and events teams, as well as contractors from our network of trusted external consultants.

The role will be designing and developing eLearning assets for a technical audience and need to have knowledge of Instructional Design principles and methodologies (ADDIE, ARCS, SAM etc.), preferably as an eLearning Designer. The role will also suggest and implement improvements to learning content on both a module and course level, investigate alternative approaches, act as a SME for instructional design best practices, and will help with the testing and uploading of resources to the learning management system (LMS) prior to their release.

From a technical aspect, we need someone who is a skilled user of E-Learning authoring software (Articulate Storyline 360, or similar) and SCORM/xAPI, standards as well as experience would be an asset.

Job Specification
- Design and create new and engaging eLearning material alongside SMEs using the whole E-Learning lifecycle, from initial scope, storyboarding, creation, and SME/stakeholder sign off.
- Design a variety of instructional materials for traditional instructor-led courses, online programs, web-based learning aids or products, and other programs as needed.
- Develop materials for courses based on information provided by subject matter experts and instructors to create the best coursework possible.
- Redesign courses for online presentation that are conducive to distance learning programs while still adhering to academic goals of the institution.
- Review projects and Recommend changes to the current learning material, including technology or instructional methods, to better adhere to delivery options for the course.
- Keeping abreast of the latest instructional technologies and making recommendations on methodology, tools, and ideas to continuously improve our offering.
• Provide eLearning design expertise to SMEs and the rest of the wider Learning team to ensure our material follows best industry practices.
• Works with technical staff to troubleshoot problems reported by users.
• eLearning administration and project management tasks as it pertains to your projects.
• Quality check products to ensure output has high standards of written and spoken English.
• Development and manage gamification and online learning communities.

Person Specification
• Proven working experience in instructional design and with instructional technology with 3-5 years’ experience.
• Excellent knowledge of eLearning theories and instructional design models.
• Solid knowledge of course development software and at least one Learning Management System (preferable Learnupon).
• Be a technical SME in Storyline 360 (or similar) and MS office suite (PPT) and, to produce effective and interactive eLearning content following the agreed design process (SCORM, animations, video, PPT etc.).
• Have experience of using video, animation, and graphic creation and editing tools preferred.
• Excellent written and oral communication skills, including the ability to effectively convey technical information to non-technical colleagues.
• Excellent project management and organizational skills with the ability to prioritize and manage multiple simultaneous deadlines.
• Strong analytical and problem-solving skills with the ability to engage with complex and unfamiliar subject matter.
• BS, MS, or higher degree in instructional design, or related field.

To apply
To apply for this position, please send your Curriculum Vitae, and a supporting letter explaining why you are the right person for the job, to recruit@tmforum.org

Diversity & Inclusion at TM Forum
TM Forum is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, creed, color, religion, alienage or national origin, ancestry, citizenship status, age, disability or handicap, sex, marital status, veteran status, sexual orientation, genetic information, arrest record, or any other characteristic protected by applicable federal, state, or local laws.