Technical Course Designer / Instructor: Telecomms
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.

We are looking for an experienced and practical technical course designer and instructor to educate people in the best practices of TM Forum’s Open Digital Framework architecture relating to Telcom’s and IT infrastructure. You will develop technical training programs and help others develop skills that will make them better professionals.

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. Our members tap into each other’s collective experiences and abilities to collaboratively solve complex industry-wide challenges, deploy new services, and create technology breakthroughs to accelerate change.

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 technical course designer / instructor will report to the Director of Product Management, training and accreditation and will work closely with the TM Forum SMEs from the CTO office as well as TM Forum staff and contractors from our network of trusted external consultants.

Technical course designer and instructor must be extremely hands on and knowledgeable in their field of OSS/BSS telecoms and possess solid technical aptitude. Additionally, we expect the candidate to be an excellent communicator, able to explain complex subjects in a clear and interesting way.

Job Specification

- Conducts training needs assessment by collecting information on typical students’ skillsets and devising technical training programs according to those requirements
- Creates technical training programs (instructor led and self-paced eLearning course) according to requirements selecting the most appropriate training methods and activities and preparing relevant training material (presentations, worksheets etc.)
- Execute training sessions, webinars, workshops etc. in groups or individually.
- Provides development schedules and agendas, having determined course content and learning objectives.
- Becoming an expert in the relevant field working, in groups or individually, liaising with TM Forum staff and 3rd party contractors
- Determines overall effectiveness of programs and training by listening to feedback and making improvements as necessary.
- Maintains technical knowledge and updating the course materials by attending TM Forum workshops and reviewing TM Forum publications and white papers.
- Liaising with management and Training operations to create annual training plans
• Researching and recommending new training techniques to Product Management Director, creating the curriculum, and updating it to reflect developments within the industry

**Person Specification**

• Proven experience as technical trainer with at least 5 years’ experience as a technical trainer, training specialist, or a similar role having a strong technical background.

• Certification such as CTT+ (Certified Technical Trainer) is a strong asset

• Knowledge and experience of modern training techniques and tools in technical subjects including advanced technical skills in e-learning and telecoms training

• Ability to address training needs with complete courses

• Computer skills, including Microsoft Office Suite (Word, PowerPoint, and Excel).

• Outstanding communication skills and comfortable speaking to crowds

• Excellent organizational and time-management abilities

• Strong interpersonal skills and the ability to work well with others

• Strong working knowledge of IT and Familiarity with TM Forum and telecoms industry IT systems and processes would be a significant advantage

• Knowledge of business processes (eTOM), information data models (SID), open API and / or Business ecosystems within a telecoms environment as significant advantage

• Bachelor’s degree in Engineering, Technical, Education or another 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.