Technical Course Designer and Instructor
Location: UK/Europe - Fully Remote

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 an experienced telecoms expert to act as the subject matter expert (SME) in the development and delivery of TM Forum technical training courses and instructional assets to educate industry professionals in the best practices of TM Forum’s Open Digital Framework product suite. The Open Digital Framework (ODF) comprises documents, standards, specifications and software code which TM Forum members use to help transform their IT and network systems to open, cloud native architectures. Acting as the lead technical SME for all aspects relating to ODF training, the role will require expertise in the management and operations of telecoms IT systems, including Artificial Intelligence and automation.

The technical course designer and instructor will have hands-on knowledge and experience in their field 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
• Knowledge OSS / BSS architectures and processes of the telecoms industry (the specifics of TM Forum’s Open Digital Framework assets would be a distinct advantage, e.g., eTOM, SID, Open APIs.)
• Using existing telecom expertise to become an expert for the Education and Certification team in TM Forum's work on governance and operation of AI automation, while liaising and contributing to TM Forum's work with members in this field.
• Maintains technical knowledge and updating the course materials by attending TM Forum workshops and collaboration meetings, while also reviewing TM Forum publications and white papers.
• 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.).
• Delivers training sessions, webinars, workshops etc. in groups or individually.
• Determines overall effectiveness of programs and training by listening to feedback and making improvements as necessary.
• Liaising with management and training operations to create annual training plans.

Person Specification
• 3 years’ + experience in the areas of telecoms IT and/or networks, (Artificial intelligence automation, Autonomous Networks, AI operations or similar an asset).
• Experience as a technical trainer or expert instructor / coach.
• 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.
• Bachelor’s degree in Engineering, Technical, 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, colour, 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.