Programme Director: Architecture and APIs

Location: UK/Europe

Introduction to TM Forum

TM Forum is an association of over 700+ member companies, which include all of the world’s top 10 network and communications providers and stretch across 180 countries. 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. We help communications service providers (CSPs) and their suppliers to digitally transform and thrive in the digital era. We do this by providing an open, collaborative environment and practical support which enables CSPs and suppliers to rapidly transform their business operations, IT systems and ecosystems to capitalize on the opportunities presented in a rapidly evolving digital world. 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

The TM Forum runs a set of collaborative projects which are grouped into themes. Together these projects and themes enable our members to solve complex industry-wide challenges, deploy new services and create technology breakthroughs to accelerate change.

We are looking for a Programme Director for the Architecture & APIs theme. This theme is responsible for the maintenance and development of TM Forum’s Open Digital Architecture (ODA), including TM Forum’s ODA and Open APIs. This theme provides our members with an effective enterprise architecture, to enable them to bridge the gap from traditional telecoms systems, networks and processes; to the new cloud native world of Open APIs, microservices and DevOps. It is also the foundational building blocks for the other themes and projects within TM Forum.

In this role you must provide strong technical and strategic leadership for our Architecture & API collaboration projects. You will need to actively understand industry problems and opportunities; and define a program of work and a set of assets which will address these. This will involve working with many different technical professionals from throughout our industry, as you build and develop the projects, so a highly collaborative, inclusive and hands-on attitude is essential. As we are a member led organization you must balance the need to drive forward new thinking in response to technology and industry trends, while at the same time supporting TM Forum members as they transform their
traditional telecoms systems, networks and processes. In addition to leading out collaboration projects, there is also a need to evangelize the work, both internally and externally; and to enable strategic partnerships with members and alliances.

**Day to Day Responsibilities**

- Ambassador for the theme.
- Build, grow and engage with the community.
- Promote the topics and projects with members.
- Recruit and retain project members to ensure the team is of optimal size.
- Providing strong technical leadership and support to the project leads across a variety of technical areas.
- Develop the theme vision, strategy and roadmap, consulting with members to ensure TM Forum remains at the leading edge on industry innovation.
- ‘Own’ the roadmap for the theme (with the members) based on industry trends for the theme projects and assets delivered.
- Work with PMO and project team leaders to ensure the team is producing regular and relevant deliverables.
- Ensure deliverables are fit for purpose and provide effective support for our members.
- Be accountable for the quality and relevance of the deliverables.
- Develop and deliver theme OKRs and KPIs to ensure member value is always delivered.
- Work with the other theme leads to remain aligned with TM Forum strategy.
- Assist the sales and engagement manager teams by explaining the value and relevance of the theme assets to members and prospective members.
- Assist marketing in describing and explaining in simple terms the business value of the theme.
- Run digital leadership events to raise awareness of the theme.
- Promote and represent the TM Forum at events, on panels, in webinars etc.
- Promotes the work of the TM Forum externally with members, other partners and SDO’s by speaking at events and conferences and through written publications (e.g., whitepapers, articles, blogs etc.)
- Align the theme projects/assets with other Standards Development Organizations within the industry.
- Ensuring that TM Forum architecture, methods, technology standards and best practices are maintained.
- Ensuring TM Forum remains compliant to Legal, Regulatory and Security requirements and membership by-laws.
- Responsible for consistency of solutions across TM Forum to enterprise level standards, best practice and development of patterns/policies for re-use.

**Your Experience**

- A broad technology knowledge being deep in some areas.
- A demonstrated ability to learn quickly and adapt.
- Strong technical knowledge of Telecoms IT and networks as well as cloud native technologies.
- Strong track record of leading digital transformations including identifying architectural patterns, creating abstract models and developing practical solution designs.
• Maintaining and communicating up-to-date knowledge of technology standards, industry
trends, skills change, and emerging technologies.
• Strong Understanding of traditional application architecture and cloud native application
architecture and their relationships to transformation activities.
• Knowledge of Cloud/Hybrid commercial models.
• Analyzing and translating business needs into long-term solutions.
• Working with the project team to create conceptual data models and data flows.
• Developing best practices for data coding to ensure consistency within the solution.
• Reviewing modifications of existing solutions for cross-compatibility.
• Bachelor's degree in computer science, information technology, or a similar field.
• Advanced troubleshooting skills.
• You will understand customer (internal and external) needs and keep customer satisfaction at
the forefront of your work.
• Digital business literacy includes understanding business models, ecosystems and business
model innovation. Experience of agile methods and their implications for Enterprise
Architecture.
• Good understanding of strategic and new and emerging technology trends, and the practical
application of existing, new and emerging technologies to new and evolving business and
operating models.
• Technology neutral – remains unbiased towards any specific technology or vendor choice.
• Displays intellectual curiosity and integrity.

Person Specific
• A passion for and interest in technology solutions specifically in the fields of IT and networks
within Telecoms.
• Experience with team management.
• Experience working face to face with customers in a consultative environment building rapport
and long-standing relationships.
• Familiar with agile product development methodology.
• Proven capability of seeking out customer insights and understanding customer feedback; and
using this with internal teams to validate business requirements.
• Confident liaising with all levels of seniority.
• Strong interpersonal skills and the ability to build rapport and create longstanding relationships.
• Excellent organizational and analytical skills together with strong time management.
• Ability to pick up new systems, duties, and processes easily.
• Excellent communication skills, both verbally and written.
• Highly self-motivated and resilient individual.
• Positive, proactive, and collaborative team player with the ability to work with colleagues in an
open, friendly manner.

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.