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Technical Training Manager (Bright Academy)

We are looking for an experienced and motivated Training Manager to join our growing team. The Technical Training Manager will own the full training strategy for customers, internal staff, and value-added resellers (VARs).

They will be responsible for defining the global training curriculum, establishing and maintaining the certification programme, and ensuring all documentation and knowledge base content meets quality, consistency, and version standards.

The Technical Training Manager will also lead the product release communication process, coordinating training updates, documentation refresh, and customer enablement for every product release.

We see this role as being full time, although this is negotiable. Ideally, we would like this role to be based in Edinburgh, on a hybrid basis to allow for regular interaction with the wider business and colleagues in other departments.

Why Bright Ascension?

We are a fast growing, innovative company changing the way that software is developed in the space industry. With customers across the world, ranging from universities and space agencies, to commercial organisations and start-ups, our core technologies enable our customers to develop and operate space-based systems and services faster, more cost effectively and more reliably.

Innovation is at the heart of what we do, and it is our team that drives that innovation. We are committed to creating a culture where every individual has the opportunity to make an impact and help shape our future success. With offices in Dundee, Edinburgh and Bristol we now have more than 50 members of staff and plans to expand significantly over the next 12 months. We are at a very exciting time in our ambitious growth plans and have fantastic opportunities for talented individuals to join our team.

Our Values

We worked together to identify and shape the values that underpin everything we do, our actions, our vision and all things Bright Ascension.

Passion and Innovation

Enjoy what you do and have fun. Be curious and be fearless. Unconventional ideas and passion are the paths to true innovation.

Teamwork and Collaboration

Sharing knowledge helps the team thrive. Start a dialogue and win through teamwork. Success comes through collaboration and support.

Respect and Integrity

Recognise differences and accept opinions. Integrity, respect and high standards create unbreakable trust and builds reputation.

What you will do

As a member of the Customer Experience team your key responsibilities would be:

- Define and execute the overall strategy for the Training Academy, aligned with company objectives and product evolution
- Identify skill gaps for customers, partners, and internal staff; design learning pathways accordingly
- Ensure alignment between training content and real mission use cases
- Ensure all content is accurate, engaging, up to date, and aligned with product developments
- Develop certification levels: create exam frameworks, rules, scoring, and recertification processes
- Ensure timely updates after new releases or major product changes
- Oversee training tools, platforms, and technologies
- Work closely with Product, Engineering, Customer Experience, Marketing, and Sales to ensure training programmes meet customer and organisational needs
- Serve as the main point of contact for training enquiries, partner enablement, and certification matters
- Recruit, develop, and mentor other trainers

Essential skills and experience

We see experience with the following as essential to the job:

- Experience designing training programmes, certification paths, or structured learning curricula for technical audiences
- Ability to translate complex technical concepts into structured learning programmes
- Comfortable working with space industry concepts, such as telemetry/telecommand flows, simulation tools, or ground station workflows
- Strong organisational and project management abilities

Personal skills

We're especially looking for someone who has:

- Excellent leadership and team management skills, the ability to guide trainers and content creators, set expectations, and foster a high quality culture
- Strategic problem-solving skills: the ability to identify missing capabilities, skill gaps, and areas for process improvement
- Strong programme ownership mentality: the ability to define roadmaps, manage timelines, and deliver outcomes consistently

Desirable skills and experience

We think that the following skills would definitely be valuable in this role:

- Good understanding of software development processes, ideally including embedded systems, C/Java/Python, Linux environments, SDK usage, and dev tool workflows
- Experience in change management around frequent product releases or complex technical products
- Experience working with global customers and partner networks (VARs)

What we can offer you

- A competitive salary in the range of £40k-£45k depending on experience, with regular reviews
- A fantastic opportunity to join a growing, innovative, employee-centred business pushing boundaries in the space industry
- Flexible hours and hybrid working, enabling you to create your ideal work life balance
- 36 days paid holiday per annum
- 6% employer pension contribution
- Enhanced Company Sick Pay and Long-Term Sickness cover
- A Health Cash Plan to cover costs such as dental, physio and optical
- Life Assurance cover (x4 salary)
- Enhanced maternity, paternity and adoption pay
- Opportunities for international travel for exhibitions and trade shows
- Investment in you and your skill development and the opportunity to attend relevant events and conferences to aid career / skill development
- Company events and regular activities for social engagement and team building
- An open, supportive, inclusive environment where you can explore your ideas and make a big difference to the product and business

To apply please send your CV along with a Cover Letter to careers@brightascension.com

All applicants must be UK based and have the right to work in the UK.

We are working with trusted recruitment partners, no agency enquiries please.

Read more: **www.brightascension.com**