

Who we are:

Transportation is so basic that many of us overlook its overwhelming importance in our daily lives. Practically everything used in our homes, offices, or schools across Tennessee – from furniture to food items to clothing – requires a large and complex transportation network. The Tennessee Department of Transportation provides citizens of Tennessee and travelers with one of the best transportation systems in the country. TDOT is a multimodal agency with responsibilities in building and maintaining roads, aviation, public transit, waterways, railroads, cycling and walking. Our involvement ranges from airport improvements to funding transit buses to planning for river ports. The Department of Transportation has approximately 3,500 employees with four statewide region facilities in Knoxville, Chattanooga, Nashville, and Jackson. TDOT Aeronautics is located near the John C. Tune Airport in Nashville, TN.



Traffic/Operations Senior Technical Specialist

Asset Management Division – Performance and Quality Management Section
Nashville, TN
\$75,204 annually

Job Overview

The Traffic/Operations Senior Technical Specialist in TDOT's Performance and Quality Management Section of the Asset Management Division ensures the alignment of safety, operational performance, program development, and delivery with the Asset Management principles. This position works with internal and external stakeholders utilizing performance monitoring and quality assessments to ensure TDOT is efficient and effective with traffic and operations initiatives.

This position serves as the primary liaison between stakeholders, the Specialist ensures alignment between traffic operations, asset management goals, and transportation planning initiatives. The Senior Technical Specialist must effectively articulate technical concepts as part of a matrix organization and through training and mentoring. This position emphasizes data accessibility, effective communication, and responsive customer service to support TDOT's Asset Management Plan and operational excellence.

Essential Job Responsibilities

Reviews and audits the processes used to establish the annual Highway Safety Improvement Program (HSIP) and other safety initiatives. Ensures the HSIP aligns with the department's goals and objectives and federal requirements. Collaborate with relevant stakeholders to integrate safety enhancements into long-term asset management strategies.

Utilizes cost-benefit analysis to support data-driven decision-making and ensure interventions are incorporated into asset performance plans for long-term sustainability and risk reduction. Monitors the trends of the HSIP and other program initiatives regarding the department's goals to reduce injuries and fatalities on the roadway.

Oversees the development of comprehensive performance and quality reports, using data to recommend targeted short-term corrective actions and strategic long-term investments. Ensure all data-driven recommendations are communicated to the program owners, aligned with predictive analytics, and used to enhance asset functionality and lifecycle efficiency.

Monitors and reports on the implementation of the various traffic and safety programs. Track the number of projects let each quarter, award costs compared to

engineer estimate, final construction cost, overruns, and delays. Review trends for success and for areas of improvement. Communicate findings promptly to program owners.

Reviews and assesses the success of implementing traffic and safety initiatives as part of the Project Delivery Network. Assist in developing policies and procedures that incorporate traffic and safety improvements as part of the project development process for improved efficiency and cost-effectiveness.

Serves as the liaison between internal and external stakeholders to align traffic and operational improvements with asset management goals. Lead efforts to integrate stakeholder feedback into performance and quality management strategies, ensuring recommendations from audits and evaluations are incorporated into asset management frameworks. Facilitate alignment with broader transportation planning goals, ensuring resource allocation supports operational efficiency and long-term asset resilience.

Coordinates with stakeholders to align traffic and operations with departmental goals, provide governance policies and systems training, and liaise between asset management teams to address departmental needs. Ensure policies address organizational goals and provide a foundation for continuous asset performance and reliability improvement.

Delivers exceptional customer service to project stakeholders by sharing relevant data, ensuring accessible and organized data information, practicing effective communication, and maintaining positive public relations. Responds promptly and accurately to inquiries from the public and department personnel.

Qualifications

- Bachelor's degree
- 3 years of demonstrated competency in qualitative and data analytics, traffic, operations, roadway design or construction

OR

- Master's degree
- 2 years of demonstrated competency in qualitative and data analytics, traffic, operations, roadway design or construction

Ideal Candidate

The Traffic/Operations Senior Technical Specialist is a results-driven professional with expertise in traffic operations, asset management, and performance evaluations. They possess strong analytical skills to assess program implementation with data-informed decision-making. They excel in stakeholder coordination, effectively engaging with internal teams and external partners to align traffic operations with asset lifecycle strategies. They are proficient in data governance, predictive analytics, and policy implementation, ensuring performance benchmarks are met while maintaining a strong commitment to customer service, effective communication, and continuous process improvement.