

## 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.



**Maintenance Support Technical Coordinator 1**  
Maintenance Operations Division – Field Support Section  
Nashville, TN  
\$61,428 annually

### **Job Overview**

The Maintenance Support Technical Coordinator 1 assists Divisions, technical disciplines, Project Teams, and the Field Support Section by conducting research, generating reports, analyzing data, budget development, and updating/revising Maintenance Operations Standard Operating Guidelines (SOGs) and Standard Operating Procedures (SOPs). This position will assist with training events within the Field Support Section, including the Statewide Symposium and ROADEO.

The Technical Coordinator 1 position utilizes established Department policies, discipline-specific technical guidance, procedures, and manuals to assist Field Support in completing deliverables, budgeting, and implementing the TDOT Quality Management Process as part of the Department's Work Program. This position must effectively articulate concepts through mentoring and collaborating as part of a matrix organization.

### **Essential Job Responsibilities**

Provide oversight of the Field Support Section's consultants, contractors, and vendors, ensuring accurate requisitions and invoices and completion of all deliverables within scope and budget. Collaborate with Procurement teams to ensure timely and accurate payments. Maintain comprehensive records and generate detailed reports on transactions and contractual compliance.

Assist with the Statewide Symposium and ROADEO, a combined event featuring a heavy equipment operator competition and a leadership conference focused on enhancing field staff skills and innovation. Coordinate event logistics, including dates, locations, staffing, agenda, training programs, presentations, equipment allocation, documentation, notifications, and data management.

Assist with gathering data and generating reports for field operations, including snow and ice management, garage, and fleet operations.

Assist in the research and development of the Field Support Sections budget.

Assist the Statewide Technical Specialist in implementing and managing the Department's ProPath program.

Assist the Field Support Senior Technical Specialist in reviewing and updating TDOT's Field Support, Maintenance Operations, Standard Operating Procedures (SOPs), and Standard Operating Guidelines (SOGs). Provide exceptional customer service to project stakeholders by sharing data and acquired knowledge with Project Teams, ensuring data is easily accessible and organized, exercising practical listening skills, and communicating effectively. Promote good public relations with customers. Provide accurate and timely verbal and/or written responses to the public and other Department personnel.

### **Qualifications**

- Associate's or bachelor's degree
- 3 years of demonstrated competency in maintenance or related technical discipline.

### **OR**

- Education equivalent to graduation from high school
- 5 years of demonstrated competency in maintenance or related technical discipline.

### **Ideal Candidate**

The Technical Coordinator 1 candidate is a detail-oriented professional who is experienced in overseeing consultants, contractors, and vendors. They have a thorough understanding of contractor and vendor requisitions and invoicing. This role involves effective collaboration with various teams and the management of event logistics for large-scale operations, such as Statewide Symposium and Equipment ROADEO. The candidate excels in data management, has a solid understanding of the budget development process, and demonstrates strong communication and customer service skills. They ensure timely and accurate data sharing with stakeholders, maintain positive public relations and quickly adapt to new responsibilities.