

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.



Emergency Services Senior Technical Specialist Maintenance Operations Division – Field Services Section \$75,204 annually

Job Overview

The Emergency Services Senior Technical Specialist position provides emergency management expertise through comprehensive collaboration with the Tennessee Emergency Management Agency (TEMA)/Federal Emergency Management Agency (FEMA), Region Maintenance Teams, and 3rd Party Vendors. This position orchestrates the Department's transportation infrastructure preparedness, response, and recovery from man-made, natural, and technological hazards during emergencies.

This position will assist with state of emergency readiness and rapid activation of people and systems by evaluating performance indicators that can be used to make data-driven decisions and implement acquired knowledge. This position must effectively articulate data and technical concepts through training, mentoring, and collaborating as part of a matrix organization.

Essential Job Responsibilities of Emergency Services Senior Technical Specialist include:

Strengthen TDOT's emergency preparedness by proactively coordinating with Region crews regarding weather service updates for inclement weather events, special events, damage locations, road closures, equipment status, signage availability, and feasible emergency management detour routes for use with traffic diversions. Provide technical support during disaster recovery efforts, including assistance with assessing damage to transportation infrastructure and coordinating repairs.

Serve as the alternate Emergency Services Coordinator to support TDOT during disaster activations by facilitating infrastructure assessments, coordinating emergency response efforts, and aligning recovery actions with agency goals. Collaborate with internal and external partners to manage resources, ensure regulatory compliance, and maintain accurate emergency management records. Enhance preparedness through training, planning, and continuous improvement of emergency protocols. Strong problem-solving and communication skills are essential for success in this role.

Assess transportation facilities by identifying maintenance needs, including areas requiring insurance coverage adjustments, systematically conducting audits to update facility records, and ensuring data accuracy. Ensure all transportation facilities and maintenance activities comply with relevant federal and state regulations related to emergency management and insurance.

Effectively coordinate with the Asset Management Division, the Division of Finance, the Division of Procurement, Program Administration, and State Construction to align infrastructure repairs resulting from an emergency event with long-term planning goals, appropriate contract mechanisms, accurate cost estimates, and the potential for emergency management reimbursement. Oversee the submission and management of emergency relief funding requests through federal programs to mitigate asset damage from disasters.

Support the Statewide Engineer by assisting in the development and management of budgets for use in programming and prioritizing repairs, upgrades, and routine maintenance of transportation facilities.

Serve as a liaison between the TDOT, TEMA, FEMA, and insurance providers, representing TDOT as the first point of contact in coordinating with the Regions and Field staff directly, when applicable.

Populate, maintain, and communicate dashboard information for use with TEMA and FEMA reimbursements. Proactively set up emergency events in the Maintenance Management System (MMS), including special project numbers, based on an anticipated size and nature of the event and in alignment with FEMA requirements.

Accurately apply the Federal Statutes and Regulations to collect and document all required information and data needed to qualify for reimbursement. Ensure transparency and accountability through accurate record-keeping. Coordinate with the 3rd Party Vendor for accidents and/or incidents in pursuit of reimbursement for damaged assets.

Provide exceptional service to internal and external stakeholders by maintaining open and transparent communication, acting with urgency and efficiency, sharing relevant data promptly, prioritizing urgent needs and escalating concerns when necessary, resolving issues swiftly and minimizing impacts, ensuring accurate and organized data is readily available, and showing empathy and compassion.

Additional Job Responsibilities for the Emergency Services Senior Technical Specialist include:

Manage high-level emergency response efforts by leading coordination meetings with TEMA.

Assist in updating all applicable emergency plan documents to ensure their accuracy and to incorporate newly acquired knowledge. Assist in reviewing, authoring, analyzing, and modifying Tennessee's Continuity of Operations Plan (COOP).

Assist in the preparation, development, and implementation of internal emergency staging, planning, and procedures, including executing drill protocols to ensure readiness.

Assist the Occupational Health and Safety Division with the implementation of Quality Management to sustain data accuracy for emergency operations, including reviews of emergency response plans and contracts to ensure compliance with TEMP, COOP, TEMA, and FEMA guidelines.

In alignment with the Technical Training Section, assist in the development and presentation of training that addresses the application of Federal Statutes and Regulations for collection and documentation of all required information and data needed to qualify for reimbursement, risk management, TDOT performance metrics, MMS dashboard modifications, and emerging technologies related to emergency management. Assist with the planning, development, and coordination of the Strikeforce internal preparedness drills.

Qualifications

- Bachelor's Degree

- 3 years of demonstrated competency in planning, developing, and/or constructing projects, maintenance operations, project management, contract oversight, disaster preparedness, emergency management, or related fields.

OR

- Master's Degree
- 2 years of demonstrated competency in planning, developing, and/or constructing projects, maintenance operations, project management, contract oversight, disaster preparedness, emergency management, or related fields.

Ideal Candidate

The Emergency Management Senior Technical Specialist position is a detail-oriented and organized professional who excels at managing multiple projects and maintaining comprehensive records to ensure transparency and accountability and has the willingness to learn budget development, emergency preparedness, and planning. They excel in assessing risks, developing contingency plans, and executing them effectively. They possess a basic understanding of emergency contracting/response, asset management, and maintenance repairs, enabling them to efficiently manage multiple emergency situations/disasters. They can work independently and in coordination with multiple internal and external teams. Having an understanding of FEMA/TEMA, they are adept at handling emergency management and response scenarios, further enhancing their capability to support the Department's Operations deliverables. The Emergency Management Senior Technical Specialist is a strong communicator and problem solver, exercising sound judgment and critical thinking to make independent, well-informed decisions that align with organizational goals.