

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.



Quality Assurance Technical Specialist

Procurement and Contracts Division – Strategic Services Section
\$61,200 – \$70,680 annually

Job Overview

The Quality Assurance Technical Specialist will support the Procurement and Contracts Division (PCD) through a process-oriented approach to ensuring accuracy, consistency, and compliance in procurement activities from contract usage to Financial Supply Chain Management across the Department of Transportation. This position performs high-level quality assurance (QA) reviews and monitors procurement documentation for adherence to applicable state and federal regulations, TDOT and Central Procurement Office (CPO) policies, and statewide procurement procedures. The Technical Specialist conducts data analysis across the procurement lifecycle including contracts, requisitions, purchase orders, receipts, and vouchers to ensure procurements are accurate and timely. The specialist captures data trends and identifies procurement infractions through detailed Final Findings Reports and facilitates out-briefs with business units to drive quality improvement and compliance.. This position is a mobile position that includes statewide travel to support Procurement compliance standards meeting the needs of internal stakeholders across TDOT Headquarters, Regions, and District Offices and reports to the Quality Assurance and Training Team Lead

The Quality Assurance Technical Specialist supports statewide quality assurance efforts by collaborating with the Team Lead and the Quality Assurance Senior Technical Specialist throughout the seven (7) week inspection cycle. . This position contributes to procurement file consistency and compliance by applying technical review standards, documenting quality observations, and supporting the refinement of QA processes. The Technical Specialist shares feedback with peers, helps identify performance trends, and promotes uniform QA practices across TDOT's Headquarters and Region procurement teams.

Essential Job Responsibilities

Essential Job Duties of the TDOT Technical Specialist I, II, and III include:

Review procurement documentation using established checklists, QA tools, and standard operating procedures (SOPs) to verify completeness, accuracy, and adherence to state and federal regulations, TDOT and Central Procurement Office (CPO) policies, and other applicable guidelines. Document observations in TDOT systems to support consistency, readiness, and informed decision-making.

Conducts data analysis across the full procurement lifecycle from requisition to voucher to verify that proper procurement methods are utilized, including Small and

Informal Purchase, Local Purchase Authority, Emergency Purchases, Statewide Contracts (SWC), and Agency Term Contracts (ATC). Evaluates procurement activity to identify errors, deter fraud, waste, and abuse, and ensure methods are applied in accordance with TDOT and state requirements.

Maintain accurate records within TDOT's file repositories and procurement management systems to ensure accountability and accessibility of procurement documentation.

Communicate quality review observations to Region and Headquarters staff, recommend corrective actions when appropriate, and coordinate with senior QA staff or the Team Lead to address unresolved or high-impact issues.

Ensure collaboration with the Quality Assurance and Training Team by communicating effectively, remaining transparent, and upholding individual and team accountability.

Additional Job Duties for the TDOT Technical Specialist II and III include:

Collaborate with Region and Headquarters staff to promote consistent implementation of QA processes, providing clarification, technical feedback, and follow-up support to ensure timely and effective corrective actions.

Monitor procurement activities and QA data using dashboards and reporting tools to identify performance trends and flag areas for improvement, contributing to procedural refinement and documentation standardization.

Additional Job Duties for the TDOT Technical Specialist III include:

Develop and refine QA tools, templates, and sampling methodologies to support risk-based reviews and ensure alignment with established quality standards and documentation expectations.

Conduct in-depth reviews of complex, high-value, or high-risk procurement files to identify systemic quality concerns; prepare performance summaries and provide subject matter expertise to support division-wide continuous improvement initiatives.

Share technical expertise with Technical Specialists I and II by modeling QA standards, offering feedback, and supporting skill development to promote consistency and team effectiveness. Collaborates with the Quality Assurance Senior Technical Specialist to prioritize quality improvement opportunities that enhance documentation practices and reinforce statewide quality objectives.

Collaborate with the Quality Assurance and Training Team to communicate procurement trends, identify knowledge gaps, and support the integration of quality review insights into training resources, reference materials, and procedural documentation to strengthen workforce capability across the procurement function.

Qualifications

TDOT Technical Specialist I

- Bachelor's Degree

TDOT Technical Specialist II

- Bachelor's Degree
- 1 year of demonstrated competency in procurement, quality assurance, training development, or a related field.

TDOT Technical Specialist III

- Bachelor's Degree
- 2 years of demonstrated competency in procurement, quality assurance, training development, or a related field

The Tennessee Department of Transportation reserves the sole right in determining the level of position based on the applicant's work experience, education, skill level, and all other appropriate factors, including business needs. Within 6 months of hire, employees must demonstrate successful mastery of corresponding work competencies and skill blocks of the Technical Specialist Competency Program for the level of worker for which they were hired. If skills and competencies are not met during that period, the employee can be demoted to the level of worker for which he/she is qualified.

Ideal Candidate

The Quality Assurance Technical Specialist approaches their work with care, curiosity, and a strong sense of integrity. They are thoughtful and observant, able to spot patterns and details that others may overlook. This individual is steady under pressure, communicates clearly and respectfully, and builds trust through consistency and follow-through. They bring a genuine interest in helping others succeed and take pride in supporting work that contributes to statewide standards. With a mindset rooted in service and improvement, the Quality Assurance Technical Specialist fosters collaboration, encourages learning, and helps create an environment where quality is expected and supported across the team.