

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.



Permits Engineering Technician 4

Region Traffic Operations – Traffic Operations and Permitting Section
\$59,628 annually

Job Overview

The Permits Engineering Technician 4 contributes significantly to the optimization of the permitting process for the Region Traffic Operations and Permitting Section and external stakeholders seeking to permit activities through the Department. This position provides expertise related to permitting requirements and workflows for external stakeholders seeking to make modifications to the State Highway System, including Highway Commercial Entrance permits, including grading, commercial driveways, and work on State ROW; Highway Beautification Permits; Field Construction Entrance Permits; Vegetation Control Permits; Utility Permits and Agreements; Outdoor Advertising Permits; Junkyard Permits; License Agreements; Lane Closure Permits, Decorative Fencing Agreements, Landscaping Agreements; Cutting and Bailing Hay Permits, and Monitoring Wells. The Permits Engineering Technician 4 assists with coordinating inspections, identifying potential permitting challenges, minimizing variability in permitting deliverables, and ensuring the effective management of permit data.

The Permits Engineering Technician 4 assists the Region Permit Operations Supervisor and Technical Coordinators to ensure Department policies, technical guidance, and procedures are followed for permitting improvements within the State Highway System by external stakeholders. This position must effectively articulate technical concepts related to permitting through training, mentoring, and collaborating as part of a matrix organization.

Essential Job Responsibilities

Support the Permit Operations Team by maintaining efficiency and consistency as part of a comprehensive approach to verifying that all required information has been submitted and complies with permitting requirements, including construction drawings, Certificates of Insurance, performance bonds, deeds, and fees. Assist with entry permitting writing.

Conduct extensive collaboration with the Permit Operations Team, TDOT Legal, and Region Leadership with reviews of applicable documents submitted by permittees. Assist permittees with questions and concerns regarding all items required for permitting. Coordinate with Region Maintenance regarding assistance with performing inspection requests. Participate in coordination with local municipalities, if needed, to provide information related to permitting schedules and TDOT permitting comments.

Integrate Quality Management into all permit data to ensure consistency and compliance with TDOT Chapter 1680-10-01 Constructing Driveway Entrances on State Highway Rights-of-Way, TDOT Chapter 1680-6-1 Rules and Regulations for Accommodating Utilities Within Highway Rights-Of-Way, TDOT Chapter 1680-06-03 Control of Outdoor Advertising, TDOT Chapter 1680-02-04 Rules and Regulations for Junkyard Control, Tennessee Code Annotated 54-20-101 et. seq, and all applicable TDOT guidelines and procedures. Routinely collaborate with Region Quality Teams regarding acquired knowledge.

Leverage the value of data by monitoring ongoing permits and activities to track trends and generate standardized reports as a tool in determining the Region's progress in accomplishing the metrics established for the Region Permit Operations Team. Implement records retention policies for use and compliance with Records Disposition Authorization (RDA) requirements. Maintain accurate and organized files, records, and documentation related to permit activities and enforcement issues to provide for effective decision-making and strategic planning. Utilize TDOT software systems for permit processing, data management, and communication for use in improving processing time, data storage and retrieval, and accuracy. Prepare reports on permit activity, including issuance statistics, compliance issues, and other relevant metrics. Assist in identifying trends or opportunities for improvement in the permitting process.

Provide exceptional customer service by maintaining a permitting process that is transparent, predictable, and efficient to provide for streamlined workflows that ensure alignment with TDOT requirements and a reduction in turnaround times for permit application reviews and permit issuance. Resolve permitting questions that may arise from permittees, including utility companies, property owners, and local municipalities. Exercise effective listening skills, provide prompt responses, and communicate effectively. Remove barriers that prevent the efficient sharing of information and enable greater capabilities to link data together from both internal and external stakeholders.

Collaborate with the Permit Operations Supervisor to assist the TDOT Technical Training Director in the development of training related to permitting elements that address acquired knowledge, governing rules and processes, emerging technologies, and safety practices, including trenches and confined spaces.

Remain current on permitting best practices, applicable information technology solutions, and changes to local development codes that may impact transportation permits. Provide recommendations for policy and/or process changes based on acquired knowledge, data analysis, and stakeholder feedback.

Qualifications

- High school diploma or equivalent
- 4 years of demonstrated competency in engineering principles, road design, construction, utilities, project management, traffic operations, or related technical discipline, preferably in a transportation field
- Completion of the Engineering Technician Proficiency Program levels I through III.

OR

- High school diploma or equivalent
- 4 years of demonstrated competency in engineering principles, road design, construction, utilities, project management, traffic operations, or related technical discipline, preferably in a transportation field, including at least one (1) year of experience with guiding crews or teams on assignments and/or training employees, including effective communication through active listening, and providing verbal and written instructions.

OR

- Associate degree

- 2 years of demonstrated competency in engineering principles, road design, construction, utilities, project management, traffic operations, or related technical discipline, preferably in a transportation field, including at least one (1) year of experience with guiding crews or teams on assignments and/or training employees, including effective communication through active listening, and providing verbal and written instructions.

Ideal Candidate

The Region Permits Engineering Technician 4 is highly skilled in contributing to and guiding technical responses while ensuring the delivery of quality permitting data. They foster an open environment that promotes communication and collaboration within their team and serve as a role model in driving accountability. Collaborative by nature, Region Permits Engineering Technician 4 works closely with others to guide the permitting process, ensuring that all permitting information managed by the department meets the highest standards. They are also passionate advocates for the significance of permits within TDOT.