

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.



IT Network Ops Administration - Lead – IT Governance

Information Technologies (IT) Division – Architecture & Governance Services Section –
IT Governance Team
\$110,004 annually

Job Overview

The Governance IT Network Ops Administration - Lead will lead/assist with compliance efforts as they relate to the State's Archer compliance, contract governance, and Comptroller/Finance/Treasury audit compliance/responses. The Governance Network Ops Administration - Lead will work with Strategic Technical Services (STS) and assist TDOT's Project Managers with respect to Business Impact Analysis, Disaster Recovery plan, testing, and documentation, and Third Party/Supply Chain Risk Management.

This position will assist in creating and/or reviewing Department methodologies, tools, resources, procedures, relevant training, governance, and manuals to lead and assist the Governance Team in producing work products and services required to implement guidelines for research and development, strategy, infrastructure, and governance related to the Department's technology processes, such as Geographic Information Systems (GIS), Cloud services, Traffic Management Centers, and Cybersecurity. The focus is on ensuring business continuity, effective solutions, disaster recovery, and security response functions.

The Governance IT Network Ops Administration - Lead will collaborate with all sections within IT, including Program Management, Business, and Enterprise Support Services, as well as the Architecture and Data Governance teams to support the Architecture and Governance Services Section's functions for Headquarters and Regions among all disciplines within the Department to ensure that resources, training, and skill development occur effectively to support TDOT employees.

The Governance IT Network Ops Administration - Lead will work with technical staff and will develop and track schedules for deliverables, working with IT staff to compile responses, and providing responses for required information prior to the deadline. The Governance IT Network Ops Administration - Lead will research the best national practices that drive innovation and improve performance and efficiency within the Governance Team.

Essential Job Responsibilities

Support IT compliance and audit processes, review infrastructure, operations, and policies, ensuring effective cybersecurity protocols and regulatory adherence, and developing methodologies, tools, and guidelines for IT security and cybersecurity.

Establish and ensure a direct relationship between quality and work outcomes by developing and implementing standards for the frameworks, policies, and procedures for the Governance Team and coordinating with the Quality Assurance Unit within the IT Division.

Manage change, clarify the vision, take ownership of the change, communicate effectively, remain transparent, and hold yourself and others accountable throughout the process.

Provide exceptional customer service to both internal and external customers, exercising effective listening skills, providing prompt responses, maintaining complete and accurate documentation, and communicating effectively.

Remain current on revisions to IT and Strategic Technology Solutions (STS) – Statewide IT along with Federal security statutory and regulatory requirements, standards, and guidelines related to governance for technologies and quality management components. Provide and/or review required deliverables including (but not limited to) TDOT's portion of the yearly Information Systems Plan, TDOT's Business Continuity plan, Risk Assessment, and all Audit responses (Comptroller, F&A, etc.).

Remain current on national best practices related to information technology governance and the cybersecurity industry to improve performance and efficiency in alignment with the delivery of governance services and the strategic objectives of the team and IT Division. They will incorporate research and evaluation of emerging requirements and regulations; and integrate statutory and regulatory requirements into TDOT's guidance documents, processes, and procedures.

Assist in the overall mission to ensure that the governance work products and services are consistent, predictable, and repeatable to provide consistently high levels of achievement, mitigation of risk, and an established track record of success.

Qualifications

- Associate's degree in information technology and three years of related professional experience.

OR

- Graduate coursework or additional professional experience may substitute for education or experience requirements.

Ideal Candidate

The IT Governance Network Ops Administration – Lead will excel at building and maintaining strong interpersonal relationships across all organizational levels. They are approachable and responsive, fostering an environment of trust and open communication, actively participating as a team member who supports others, task-oriented, and willing to innovate with respect to new initiatives and/or requirements. They will provide both strategic and tactical participation/feedback to the governance team, acting as a proactive problem-solver and decision-maker. The candidate will also effectively collaborate with senior IT and departmental leadership to communicate progress, provide recommendations for business process improvements, and advocate for the adoption of new strategic IT capabilities.

The ideal candidate possesses strong IT security technical skills, striving to audit and improve existing security processes and procedures, while researching and recommending solutions for any security/procedural gaps. Reviews the effectiveness of new processes/procedures by examining outcomes, reviewing reports, and auditing results. They have a deep understanding of mission-critical business operations, emerging technologies, and the importance

of aligning IT governance with organizational goals. They are familiar with evolving technology trends and can swiftly understand and address various challenges. Ultimately, this individual will participate in a team to ensure both customer and employee satisfaction, delivering critical business outcomes by aligning IT governance practices with organizational objectives.