

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.



Flight Services Senior Technical Specialist Aeronautics Division – Flight Services Section \$75,204 annually

Job Overview

The Senior Technical Specialist in the Flight Services Section plays a pivotal role in supporting the safe, efficient, and customer-focused delivery of aviation services for Tennessee State Government. This position is responsible for coordinating flight operations, ensuring compliance with Federal Aviation Administration (FAA), State, and TDOT safety standards, and providing technical and logistical support to maintain operational excellence.

Reporting to the Chief Pilot, the Senior Technical Specialist manages flight scheduling, monitors operational performance, and supports continuous improvement initiatives. This position collaborates with internal and external stakeholders to ensure seamless coordination of aviation services and contributes to the advancement of a modern, responsive, and compliant state aviation program.

Essential Job Responsibilities

Coordinate and optimize flight schedules by aligning passenger needs, aircraft readiness, crew availability, and maintenance timelines to ensure mission success and operational efficiency.

Ensure compliance with FAA regulations, TDOT policies, and safety protocols by monitoring operations, participating in incident reviews, and maintaining accurate documentation of licenses, certifications, and training records. Provide technical and administrative support for daily aviation operations, including crew briefings, operational manual updates, and records management in accordance with Records Disposition Authorization (RDA) requirements.

Analyze operational data and performance metrics to identify trends, improve efficiency, and support data-driven decision-making. Prepare detailed reports and safety analyses for leadership review. Collaborate with internal teams—including pilots, maintenance personnel, and TDOT divisions—and external partners such as the FAA, airport sponsors, and other government agencies to ensure seamless coordination and regulatory compliance.

Serve as a liaison between Flight Services and state agencies, including the Governor's Office, to deliver exceptional customer service. Collect and analyze passenger feedback to inform service enhancements. Support training and professional development initiatives by assisting in the design and delivery of safety and technical training for flight crews and support staff. Monitor industry trends and FAA updates to ensure the Division remains at the forefront of aviation safety and innovation.

Manage the end-to-end processing of consultant invoices for on-call professional aviation services for the Division, ensuring timely receipt, accurate documentation, and prompt payment in accordance with TDOT fiscal policies and contract terms.

Coordinate and support Aeronautics Division communications and outreach efforts, including planning and executing related events and representing the Division at public and industry functions. Develop and disseminate external communications such as newsletters, updates, and informational materials to stakeholders and aviation partners.

Oversee facilities management and building maintenance coordination for the Division, ensuring that operational spaces remain safe, functional, and compliant with applicable standards. Serve as the primary point of contact for maintenance requests, vendor coordination, and facility improvement initiatives.

Qualifications

- Bachelor's degree
- 3 years of demonstrated competency in aviation operations, transportation management, or a related technical discipline.

OR

- Master's degree
- 2 years of demonstrated competency in aviation operations, transportation management, or a related technical discipline.

Ideal Candidate

The ideal candidate for the Senior Technical Specialist role is a highly organized and detail-oriented aviation professional with strong technical, analytical, and communication skills. They are adept at managing complex flight operations, ensuring regulatory compliance, and supporting continuous improvement initiatives. With a strong commitment to safety, service excellence, and operational efficiency, they thrive in a dynamic environment where balancing multiple priorities is essential. The successful candidate demonstrates sound judgment, adaptability, and a collaborative spirit, contributing to the advancement of TDOT's mission to provide safe, efficient, and customer-focused aviation services for the State of Tennessee.