

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.



Operations Technical Coordinator 1

Aeronautics Division – Flight Services Section
\$61,428 annually

Job Overview

The Operations Technical Coordinator 1 plays a vital role in the Aeronautics Division's Flight Services Section by coordinating and supporting aviation operations that serve Tennessee State Government. Under the direction of the Aircraft Chief Pilot, this position manages flight scheduling, ensures adherence to FAA and TDOT safety standards, and provides technical, logistical, and administrative support to keep aviation services safe, efficient, and customer-focused. The position also contributes to operational planning, safety reviews, and continuous improvement efforts, strengthening the Division's ability to deliver dependable air transportation for state leaders and agencies.

The Operations Technical Coordinator 1 communicates and collaborates with pilots, maintenance supervisors, technical specialists, and state agencies to ensure seamless operations. The position also coordinates with external partners including the FAA and airport sponsors to maintain compliance while supporting innovation and best practices to advance a safe, modern, and responsive aviation program for the State of Tennessee.

Essential Job Responsibilities

Manage and optimize flight schedules by coordinating passenger and mission requirements with crew availability, aircraft readiness, and maintenance timelines. Oversee flight planning to ensure compliance with FAA regulations, weather considerations, and route efficiency, while maintaining flexibility to accommodate urgent or last-minute state government travel needs. Work closely with the Flight Maintenance Team to align operational demands with inspection cycles, service requirements, and fleet upgrades, ensuring aircraft are safe, mission-ready, and utilized effectively.

Ensure safety and compliance by monitoring operations to meet or exceed all FAA, State, and TDOT standards. Participate in incident and accident reviews to identify root causes, recommend corrective actions, and update safety protocols as needed. Track and maintain licenses, certifications, and training records for all crew members to ensure 100% compliance with Federal and State requirements.

Provide technical, logistical, and administrative support for daily aviation operations. This includes coordinating crew briefings, updating operational manuals, maintaining accurate records in compliance with Records Disposition Authorization (RDA) requirements, and ensuring that all documentation and reporting is delivered accurately and on time.

Analyze operational data and performance metrics to improve efficiency, cost-effectiveness, and reliability. Prepare detailed operational reports, safety analyses, and performance reviews for leadership, using data-driven insights to guide decision-making and future planning.

Collaborate with internal and external stakeholders to ensure seamless coordination of aviation services. Internally, coordinate with pilots, mechanics, and TDOT Divisions on scheduling, maintenance, and compliance matters. Externally, coordinate with the FAA, airport sponsors, legislators, and Federal and State agencies to support compliance, funding, and operational transparency.

Deliver exceptional customer service by serving as a liaison between Flight Services and state agencies, the Governor's Office, and other government partners. Collect and analyze passenger feedback to create Customer Service Feedback Reports and implement improvements that enhance service quality, comfort, and reliability.

Support training and professional development by helping design and deliver safety and technical training for flight crews and support staff. Monitor emerging technologies, FAA updates, and industry best practices to ensure the Division remains at the forefront of aviation safety and efficiency.

Qualifications

- Associate or Bachelor's degree
- 3 years of demonstrated competency in aviation operations, aviation management, operations management, or a related field.

OR

- High school diploma or equivalent
- 5 years of demonstrated competency in aviation operations, aviation management, operations management, or a related field.

Ideal Candidate

The Operations Technical Coordinator 1 is a proactive, detail-oriented professional with strong organizational, technical, and communication skills. They excel at coordinating with a range of stakeholders to ensure aviation operations meet FAA regulations, TDOT policies, and the highest standards of safety and reliability. They bring expertise in managing flight schedules, supporting operational planning, maintaining compliance records, and analyzing performance data to improve efficiency and customer service. The Operations Technical Coordinator 1 thrives in a fast-paced, dynamic environment where balancing multiple priorities is essential. They demonstrate sound judgment, adaptability, and a strong commitment to safety and service excellence. They provide exceptional support to internal and external stakeholders, contributes to continuous improvement initiatives, and helps advance TDOT's mission of delivering safe, efficient, and customer-focused aviation services for the State of Tennessee.