

Software Training Program Analyst – Intermediate Nashville, TN

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The Tennessee Department of Transportation is seeking to expand the IT Division's Training Support and Delivery unit by hiring a highly motivated and hands-on Software Training Support Analyst.

This position plays a critical role in the transformation of TDOT through the promotion and connection of business domain users to technology training for tools available to them. As the Software Training Support Analyst for TDOT Technology Training and Delivery, you will be responsible for creating and promoting a new learning culture at TDOT while delivering the best possible experience to our customers in terms of training services and engagement. You will interact daily with business domain personnel and IT while acting as a liaison between the business and information technology to answer questions regarding current technology tools, re-direct them to appropriate resources or source their questions and concerns to vendors or service backlogs for future considerations. You will have an active role in all training communications and building communities to support training initiatives. You will partner with your team and the business to promote the possible while providing technology training pathways that help TDOT move faster, rethink processes and advance the way we work.

Position Responsibilities:

- Facilitate training events, as directed, through scheduling with vendors, creating or sourcing existing communication or personally guiding events.
- Coach and counsel employees on use of tool features available to them and help them gain skills to envision these capabilities in application to business level problems for themselves where possible and help them know where to reach out to in IT for service or guidance when unable to realize their own solution. Seek out information as needed based on these requests and utilize senior resources to assist connecting the customer to the right tool or service.
- Participate in developing unit goals with leadership, objectives, and programs for the unit and being held accountable to deliverables associated to goals as assigned by leadership.

- Cultivate a positive work environment and ensure that TDOT is considered the best place to work by our employees.
- Administer core communication functions using a variety of methods and tools including, but not limited to, recurring program email, websites, SharePoint sites, Microsoft Teams collaboration and direct engagement, where appropriate and directed.
- Design and implement future training programs and events as directed, ensuring that these programs and events are aligned to the mission and needs from IT leadership, service provisioning and within the goals and values of the program creating visibility to unit and executive IT leadership on possibilities and progress.
- Champion and nurture the culture, values, and mission of the unit and of IT through your work, your actions, and your engagement to others both within IT and within TDOT at large.

Minimum Education and Experience Requirements:

- Graduation from an accredited college or university with a bachelor's degree
- Two years of professional level experience in any one of the following areas: (1) systematic analysis of overall work processes for business or information systems; or (2) project management; Substitution of Experience for Education: Professional-level experience in any one of the following areas may substitute for the required college degree on a year-for-year basis to a maximum substitution of four years: (1) systematic analysis of overall work processes for business or information systems; (2) project management
- Substitution of the Specific associate degree for the Required Bachelor's Degree: Graduation from an accredited college or university with an associate degree in project management, computer information systems, computer technology or other related field may substitute for the required bachelor's degree.
- Substitution of Graduate Coursework for the Required Experience: Any additional graduate coursework in project management, computer information systems, computer networking technology, computer technology or other related field may substitute for the required experience on a year-for-year basis to a maximum substitution of one year. (Thirty-six graduate quarter hours or a master's degree in the above fields is equivalent to one year of experience.) OR two years of experience as a Project Manager-Asc with the State of Tennessee.

Desired Skills:

- Direct experience and advanced level proficiencies in Microsoft Office365 suite of tools including Teams, Planner, Bookings, Power BI, Power Automate, ToDo, Delve and core products such as Word, Excel, Outlook, and OneNote
- Organizational Change Management/Agile project delivery experience including change management methodology, stakeholder engagement, communications, training and adoption, adoption measurement, SCRUM, Lean and Kanban
- Change Management, Project Management, Agile certifications preferred
- Demonstrated ability to build networks of change champions in support of an organizational change program implementation.
- Strong writing skills including the ability to synthesize information into clear, concise messages
- Demonstrated experience developing communication and training content, particularly presentations, workshops, surveys, emails, web content/e-learning, job aids and video recordings
- Excellent customer service, written communication, conflict resolution and demonstrated presentation skills
- Demonstrated experience delivering dynamic and effective training sessions virtually and in person
- Demonstrated experience growing and managing COTS vendors, partners, and stakeholders both inside and outside of the business
- Demonstrated capability to interact with customers, clearly understand customer needs and document those needs
- Demonstrated ability to effectively partner, build, trust, communicate and influence at all levels of employees
- Ability to maintain high ethical standards, confidentiality, and professionalism in dealing with sensitive issues
- Creativity and resourcefulness; the ability to solve complex problems independently with minimal guidance
- Ability to coach and guide others to assist them in meeting goals using technical tools without doing the work directly for them.
- Highly organized with attention to detail and ability to self-manage programs, projects and task deadlines with minimal supervision and maintain high visibility to the work effort

This position will utilize the State of Tennessee Project Manager Intermediate job classification for skills and competencies. Details to the minimum qualifications, expected skills and competencies for this class can be located [here](#).