

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.



Performance Management Statewide Technical Specialist
Asset Management Division – Performance and Quality Management Section
Nashville, TN
\$99,864 annually

Job Overview

The Performance Management Statewide Technical Specialist within TDOT's Asset Management Division is critical in developing and implementing Performance Management initiatives that enhance the department's strategic objectives. This position supports the Performance and Quality Management Manager by assisting in creating departmental asset management policies and procedures and ensuring adherence to Federal Highway Administration (FHWA) guidelines and TDOT standards. The Performance Management Statewide Technical Specialist collaborates with the Asset Management Division's sections, facilitates establishing streamlined processes, and provides guidance to align operations with TDOT's performance management standards and strategic goals.

This position plays a crucial role in ensuring the efficient operation of TDOT's transportation system by using critical thinking to address challenges and make decisions that improve the efficiency of TDOT's programs. This position must effectively articulate technical concepts as part of a matrix organization and through training and mentoring. The Performance Management Statewide Technical Specialist delivers cost-effective and sustainable asset management solutions that require close collaboration with TDOT divisions, project teams, and regional leadership.

Essential Job Responsibilities

Support the Performance and Quality Management Manager by developing, implementing, and managing performance initiatives, ensuring alignment with TDOT's strategic goals. Focus on reviewing audit results, analyzing discrepancies, and identifying root causes to improve accountability while researching trends, evaluating risks, and developing performance tools to recommend improvements.

Assist in developing Departmental Asset Management policies, procedures, and metrics that advance system performance while optimizing asset sustainability and investment strategies, ensuring alignment with Federal Highway Administration (FHWA) guidelines and TDOT standards.

Lead the establishment and coordination of the Performance and Quality Management Section's priorities for tasks and projects. Work closely with other Asset Management Division teams to optimize resource utilization, streamline workflows, and ensure alignment with TDOT's strategic objectives.

Coordinate with the other Asset Management Sections to perform audits across all disciplines to identify cost overruns and financial discrepancies, schedule delays, and other risks associated with program and project development and implementation. Analyze root causes, evaluate compliance with budgets and standards, and monitor trends. Identify potential risks to asset level of service, lifecycle performance, and project delivery, collaborating with Asset Management teams to implement proactive risk mitigation measures aligned with TDOT's quality management and performance objectives.

Conduct in-depth research and analysis of emerging trends, best practices, and challenges in performance management. Advise the department on Key Performance Indicators (KPIs) that support the department's goals and objectives. Identify inefficiencies and areas for improvement to inform decision-making and enhance performance management processes. Support the development of dashboards, metrics, and tools to track performance and recommend corrective actions. Compile comprehensive reports with actionable insights, presenting findings to Asset Management teams and leadership to drive risk mitigation strategies and ensure alignment with TDOT's strategic goals.

Serve as the primary liaison for Fleet/Facilities, Pavements, Bridge, Ancillary Infrastructure, and Transportation Data Systems Asset Management Sections to facilitate clear communication, coordination, and collaboration across units to gather and report on KPIs. Assist these sections in establishing and refining KPIs, providing guidance and support to align their practices with TDOT's performance management standards and strategic objectives.

Assist in developing training programs and workshops to enhance TDOT staff capabilities in developing KPIs in alignment with TDOT's goals and objectives. Support efforts to create engaging, practical, and result-driven learning opportunities that equip employees with the skills and knowledge necessary to implement effective asset management performance practices, ensuring alignment with TDOT's strategic goals and quality standards.

Coordinate with stakeholders to align data management performance practices with departmental goals, provide governance policies and systems training, and liaise between asset management teams to address departmental needs.

Deliver exceptional customer service to project stakeholders by sharing relevant data, ensuring accessible and organized data information, practicing effective communication, and maintaining positive public relations. Respond promptly and accurately to inquiries from the public and department personnel.

Qualifications

- Bachelor's degree in engineering, business, administration, accounting, or related field such as finance management.
- 8 years of demonstrated competency in technical documentation and reporting, ability to translate complex data into actionable insights, and understanding of asset management principles or related technical discipline.

OR

- Master's degree in engineering, business, administration, accounting, or related field such as finance management.
- 7 years of demonstrated competency in technical documentation and reporting, ability to translate complex data into actionable insights, and understanding of asset management principles or related technical discipline.

Ideal Candidate

The Performance Management Statewide Technical Specialist is a detail-oriented professional with expertise in performance management, auditing, and data-driven decision-making. They excel in refining asset management policies, ensuring FHWA and TDOT standards compliance, and collaborating with diverse teams to streamline processes and drive strategic alignment. They are skilled in identifying inefficiencies, evaluating risks, and delivering actionable insights, they develop performance tools to enhance staff capabilities. The Performance Management Statewide Technical Specialist is committed to continuous improvement and exceptional service, they are key in advancing TDOT's performance management objectives and ensuring efficient, sustainable asset management solutions.