

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.



Quality Management Statewide Technical Specialist

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

Job Overview

The Quality Management Statewide Technical Specialist within TDOT's Asset Management Division is critical in developing and implementing quality management initiatives that enhance the department's strategic objectives. This position supports the Performance and Quality Management Manager through close collaboration with the Asset Management Division's sections. The Statewide Technical Specialist facilitates establishing streamlined processes and provides guidance to align operations with TDOT's quality management standards and strategic goals.

This position focuses on auditing, analyzing discrepancies, and identifying root causes to improve accountability while researching asset management trends, evaluating risks, and developing performance tools to recommend improvements. The Quality Management Statewide Technical Specialist uses critical thinking to address challenges and make decisions that improve the longevity of TDOT assets, this position plays a crucial role in ensuring the efficient operation of TDOT's transportation system. This position must effectively articulate technical concepts as part of a matrix organization and through training and mentoring. This position requires close collaboration with TDOT divisions, project teams, and regional leadership to deliver cost-effective and sustainable asset management solutions.

Essential Job Responsibilities

Support the Performance and Quality Management Manager by developing, implementing, and managing quality initiatives, ensuring alignment with TDOT's strategic goals.

Assist in developing Departmental Asset Management policies and procedures that advance quality improvement, ensuring adherence to Federal Highway Administration (FHWA) guidelines and TDOT standards.

Work closely with other Asset Management Division teams to optimize resource utilization, streamline workflows, and ensure alignment with TDOT's strategic objectives. Identify potential risks to asset lifecycle performance and project delivery, collaborating with Asset Management teams to implement proactive risk mitigation measures aligned with TDOT's quality management objectives.

Perform audits across all disciplines to identify cost overruns, extra design expenses, and financial discrepancies associated with project development and implementation.

Analyze root causes, evaluate compliance with budgets and standards, and develop recommendations to enhance financial accountability.

Conduct in-depth research and analysis of emerging trends, practices, and challenges associated with quality in asset management. Identify inefficiencies and areas for improvement to inform decision-making and enhance quality 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 to facilitate clear communication, coordination, and collaboration across units. Assist Pavement, Ancillary, Fleet/Facilities, and Bridge Asset Management sections in establishing and refining asset management processes, providing guidance and support to align their practices with TDOT's quality management standards and strategic objectives.

Assist in developing training programs and workshops to enhance TDOT staff capabilities in quality improvements. 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 practices, ensuring alignment with TDOT's strategic goals and quality standards.

Coordinate with stakeholders to align data management 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
- 8 years of demonstrated competency in technical documentation and reporting, ability to translate complex data into actionable insights, understanding of asset management principles or related technical discipline.

OR

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

Ideal Candidate

The Quality Management Statewide Technical Specialist is a detail-oriented professional who translates complex data into actionable insights, auditing, and data-driven decision-making. They excel at aligning actions with asset management policies, ensuring FHWA and TDOT standards compliance, and collaborating with diverse teams to streamline processes and drive strategic alignment. The Quality Management Statewide Technical Specialist expertise in identifying inefficiencies, assessing risks, and delivering practical solutions, they develop performance tools to enhance staff capabilities. They are committed to continuous improvement and exceptional service, the Statewide Quality Management Technical Specialist is vital in advancing TDOT's quality management objectives and ensuring efficient, sustainable asset management solutions.