

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.



Infrastructure/Operations Business Tech Support – Int Information Technology (I.T.) Division – Enterprise Services

Job Overview

The Business Tech Support – Intermediate serves as the primary escalation point for complex technical issues that cannot be resolved through first-level support. This position provides advanced Tier 2 technical support for hardware, software, account access, conferencing platforms, and audio/visual technologies at TDOT Headquarters.

The BTS-INT works closely with the Business Tech Support Lead, Strategic Technology Solutions (STS), Region offices, internal business units, and external vendors to troubleshoot, resolve, and document technical issues. This role is responsible for improving service quality through technical expertise, knowledge sharing, and accurate documentation while ensuring timely resolution of support requests.

Essential Job Responsibilities

- Serve as the primary Tier 2 escalation point for technical issues requiring advanced troubleshooting and analysis.
- Diagnose and resolve complex hardware, software, operating system, account access, networking, conferencing, and audio/visual issues.
- Investigate recurring incidents to identify root causes and recommend long-term solutions.
- Collaborate with the Business Tech Support Lead, STS, Region offices, business units, and third-party vendors to resolve technical issues efficiently.
- Monitor assigned escalated tickets to ensure timely resolution and adherence to established service level expectations.
- Document troubleshooting procedures, resolutions, and technical knowledge to improve first-call resolution and support consistency.
- Assist Tier 1 support staff by providing technical guidance and knowledge transfer on complex issues.

- Support the maintenance and enhancement of the service desk knowledge base and customer self-service resources.
- Participate in testing, deployment, and support of new hardware, software, and technology initiatives.
- Assist with workstation deployments, software installations, upgrades, and user account administration.
- Support conference room technology and audio/visual systems used throughout TDOT Headquarters.
- Maintain accurate documentation of support activities, system configurations, and asset information.
- Identify opportunities to improve support processes and recommend enhancements that increase operational efficiency and customer satisfaction.
- Perform other duties as assigned.

Qualifications

Education and Experience: Bachelor's degree and one year of relevant technical experience in IT support or systems administration. Associate's degree in IT may substitute for the bachelor's. Relevant experience may substitute for education up to four years.

Ideal Candidate

The Business Tech Support – Intermediate is a customer-focused technical professional with strong troubleshooting and problem-solving skills. They communicate effectively with technical and non-technical users, remain calm under pressure, and manage multiple priorities in a fast-paced environment. They collaborate with teammates, STS, Region offices, and vendors to resolve complex technical issues, documents solutions, and contribute to continuous improvement of IT support services through knowledge sharing and process improvement.