

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.



Contract Management – Information Technology (IT) Business Administrator - Lead
Information Technology Division – Business Services Section
Nashville, TN
\$70,000 - \$75,000 annually

Job Overview

The Contract Management IT Business Administrator - Lead will lead, mentor, and train the Contract Management Team through empowerment, communication, and delegated authority. This position will implement work plans that align with the IT Business Services Section's strategic vision and will provide the necessary support and resources to ensure the Contract Management Team's success.

This position will implement Department policies, methodologies, tools, resources, procedures, relevant training, governance, and manuals to lead and assist the Contract Management Team in producing work products and services required to implement Information Technology (IT) contract management functions. The IT Business Administrator – Lead will supervise technical consultants and staff augmentation contractors, ensuring each team member's expected outcomes, performance, and accountability. The IT Business Administrator – Lead will research national best practices within the Contract Management Team and report and recommend ideas that drive innovation and efficiency.

Essential Job Responsibilities

Manage resources and staff utilization to allow the Contract Management Team to perform their roles effectively and efficiently. This optimization enhances the team's ability to successfully address unanticipated challenges and deliver IT Contract Management services to TDOT, including but not limited to, IT contract lifecycle management, solicitation processes, vendor negotiations, and compliance monitoring.

Analyze contract terms and vendor proposals to support decision-making related to IT purchases, contract renewals, and procurement efficiency. Oversee budget tracking and financial reporting for IT contracts, ensuring expenditures align with TDOT's financial planning and cost-control objectives.

Establish and ensure a direct relationship between quality and work outcomes by developing and implementing standards for the frameworks, policies, and procedures.

Manage change, clarify the vision, take ownership of the change, communicate effectively, remain transparent, and hold yourself and others accountable throughout the process.

Lead the Contract Management Team in providing exceptional customer service to internal and external customers, exercising effective listening skills, providing prompt responses, maintaining complete and accurate documentation, and communicating effectively.

Guide the development and implementation of revisions to the IT Contract Management standards, and guidelines related to contracts, renewals, maintenance, and warranties to ensure efficient delivery of hardware, software, and inventory, and quality management components. Perform IT Contract Management functions for complex, high-risk project, support the review of IT Contractual documents; and assist with Risk Assessments.

Provide input on national best practices related to IT Contract Management for TDOT employees and contractors; incorporate research, evaluations, and implementation of emerging technologies; and integrate statutory and regulatory requirements into TDOT's guidance documents, processes and procedures.

Guide the development and implementation of technology in partnership with the TDOT Information Technology Division that ensures program success while adhering to Federal and State IT contract laws, regulations, policies, and standards.

Provide oversight in the development of contracts, renewals, maintenance, and warranty work products and services that are consistent, predictable, and repeatable to provide consistently high levels of achievement, mitigation of risk, and an established track record of success.

Qualifications

Graduation from an accredited college or university with a Bachelor's degree and five years of information technology-related professional experience in one or a combination of the following: (1) technical writing/IT planning/business continuity/risk management/policies & procedures (2) records management, (3) IT procurement/asset management (4) budgeting/tracking expenditures (5) IT staff/contract administration.

OR

Graduation from an accredited college or university with an Associate's Degree and experience equivalent to seven years experience in one or a combination of the following: (1) technical writing/IT planning/business continuity/risk management/policies & procedures (2) records management, (3) IT procurement/asset management (4) budgeting/tracking expenditures (5) IT staff/contract administration.

Substitution of Experience for Education: Additional IT-related professional level experience in technical writing, IT planning/business continuity, risk management, policies & procedures, records management, IT procurement/asset management, budgeting/tracking expenditures, or IT staff/contract administration may substitute for the required degree on a year-for-year basis to a maximum of four years.

Ideal Candidate

The Contract Management IT Business Administrator - Lead is a strategic thinker with strong attention to detail and a problem-solving mindset. They thrive in collaborative environments, balancing multiple priorities while maintaining precision and efficiency in contract and business administration. As an effective communicator, they build strong relationships with internal teams and external partners, ensuring clarity in contract terms and procurement processes. They demonstrate resilience and adaptability, confidently navigating complex IT business challenges with professionalism and sound judgment. The Contract Management IT Business Administrator – Lead is highly organized and possesses strong analytical skills to assess risks, optimize processes, and support data-driven decision-making. With a customer-focused approach, they ensure that business services are delivered efficiently, transparently, and in alignment with TDOT's goals.