

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.



Business Services IT Manager-Senior

Information Technology Division – Business Services Section

Nashville, TN

\$119,000 - \$125,000 annually

Job Overview

The Business Services IT Manager - Senior will lead, mentor, and train assigned staff within the Business Services Section through empowerment, communication, and delegated authority. This position will develop Work Plans that align with the IT Division's strategic vision and will effectively delegate authority and responsibility, when applicable while ensuring the availability of resources for the Business Services Section to be successful. This position will assist in creating Department policies, methodologies, tools, resources, procedures, processes, communications, and governance for the Business Services Section involved in the management of budget, procurement, contracts and inventory delivery.

The Business Services IT Manager – Senior will collaborate with all sections within the IT Division, including Product Lifecycle Services, Program Management, Architecture and Governance, and Enterprise Support Services to facilitate the Business Services Section's functions for Headquarters and the Regions among all disciplines within the Department to ensure that resources, contract management, and procurement occur effectively to support TDOT employees. The IT Manager - Senior will supervise technical staff and will develop performance plans, schedules, and budgets, ensuring the expected outcomes, performance, and accountability of each team member. The IT Manager - Senior will research national best practices that drive innovation and improve performance and efficiency within the Business Services Section.

Essential Job Responsibilities

Manage resources, staff utilization, and the program to deliver Business Services to TDOT. This includes overseeing the IT budget, procurement, contracts, renewals, maintenance, and warranties to ensure efficient delivery of hardware, software, and inventory.

Work in collaboration with several partners, including but not limited to, Strategic Technology Solutions (STS) to endorse IT products and services; TDOT Procurement Division to ensure compliance with internal procurement regulations and policies and participate in the annual Procurement Division audit; Central Procurement Office to secure all non-contract IT purchases and manage any exceptions needed for non-standard software purchases; TDOT Legal Division to review End-User License

Agreements (EULAs) and contracts; and all other IT Sections to effectively facilitate the Business Services Section's functions.

Establish and ensure there is a direct relationship between quality and work outcomes by developing and implementing standards for the frameworks, policies, and procedures for the Business Services Section and coordinating with the Quality Assurance Unit within the IT Division.

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 Business Services Section in providing exceptional customer service to both internal and external customers, exercising effective listening skills, providing prompt responses, maintaining complete and accurate documentation, and communicating effectively.

Remain current on revisions to IT and STS along with Federal security statutory and regulatory requirements, standards, and guidelines related to procurement, other IT business services, and quality management components.

Remain current on national best practices for IT-related business decisions for TDOT employees and contractors in alignment with the strategic objectives of the section and IT Division; incorporate research, evaluations, and implementation of emerging technologies; and integrate statutory and regulatory requirements into TDOT's guidance documents, processes, and procedures.

Establish performance goals and measures for the section, provide feedback, and identify areas for improvement.

Assist in the overall mission to ensure that the IT budget, contracts, and other business services deliverables are consistent, predictable, and repeatable to provide consistently high levels of achievement, mitigation of risk, and an established track record of success.

Qualifications

Bachelor's degree and five years of professional level experience in information technology including at least two of the five years must include supervisory experience.

OR

Substitution of a Specific Associate's Degree for the Required Bachelor's Degree: Graduation from an accredited college or university with an Information Technology related associate's degree may substitute for the required bachelor's degree.

OR

Substitution of Experience for the Specific Associate's Degree: Professional level experience in information technology may substitute for the required Information Technology associate's degree on a year-for-year basis to a maximum substitution of two years.

OR

Substitution of Graduate Coursework for the Required Experience: Any additional graduate coursework in information technology may substitute for the required experience on a year for year basis to a maximum substitution of two years.

Ideal Candidate

The Business Services IT Manager - Senior is a collaborative leader and skilled communicator who prioritizes effective resource management and seamless delivery of services. They are dedicated to supporting TDOT's Business Services Section by empowering employees and improving operational efficiency. This candidate brings a proactive, solution-oriented approach, confidently navigating challenges with adaptability and focus. They are organized and transparent, excelling in guiding staff, optimizing processes, and driving efficiencies through careful planning and strategic vision. Their commitment to clear communication and a long-term perspective ensures that IT resources, procurement, and contracts are effectively managed to meet both immediate needs and future goals.