

## 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.



### **Business Tech Support – Lead (Help Desk)**

Information Technology Division – Enterprise Support Services Section  
\$85,008 annually

#### **Job Overview**

The Business Tech Support – Lead (Help Desk) will lead, mentor, and train assigned technical staff through empowerment, communication, and delegated authority. This position will develop work plans that align with the IT Division’s strategic goals and foster a culture of accountability, collaboration, and service excellence within the help desk team. The Lead will supervise technical staff, establish clear performance expectations, and ensure consistent delivery of customer-focused technical support across TDOT.

This position will coordinate the monitoring, prioritization, and resolution of help desk tickets to maintain and strengthen first-call resolution rates and ensure that staff provide accurate and timely support. The Lead will direct staff in delivering tier-1 and tier-2 assistance for hardware, software, account access, conferencing platforms, and audio/visual services at TDOT Headquarters. The position will oversee service desk tools, knowledge base resources, and operational metrics, implementing standardized procedures that emphasize reliability, transparency, and continuous improvement of IT services.

The Business Tech Support – Lead (Help Desk) will collaborate with internal stakeholders, Region offices, Strategic Technology Solutions (STS), and external vendors to resolve complex technical issues and promote enterprise-wide consistency. This position will also guide the development of training materials and customer-facing resources, supporting proactive communication and improving end-user confidence in TDOT technology. By balancing people leadership with operational oversight, this role ensures that every interaction with the service desk reflects TDOT’s mission of exceptional customer service. This position reports to the Infrastructure/Operations IT Manager - Senior.

#### **Essential Job Responsibilities**

Lead and mentor the help desk team by setting clear expectations, communicating regularly, and empowering staff with the tools, training, and guidance needed to succeed. Supervise help desk specialists in daily operations, provide coaching and professional development opportunities, and evaluate individual performance to promote accountability and continuous improvement. Foster a supportive team culture that values collaboration, transparency, and responsiveness in meeting the needs of TDOT employees and partners.

Coordinate and oversee the intake, prioritization, and resolution of help desk tickets to maintain high-quality service delivery and customer satisfaction. Direct staff in

resolving tier-1 and tier-2 requests, including hardware and software troubleshooting, account management, password resets, and configuration of conferencing and audiovisual equipment at TDOT Headquarters. Monitor help desk ticket trends, analyze performance data, and implement improvements that strengthen efficiency, accuracy, and customer satisfaction.

Supervise the development and maintenance of training resources and operational documentation that enhance the consistency and quality of support. Guide staff in translating complex technical concepts into user-friendly instructions, enabling TDOT employees to access reliable self-service tools and improve their confidence in using Department technologies. Ensure training programs and resources are aligned with statewide standards, departmental policies, and the evolving needs of end-users.

Collaborate with HQ and Region offices, Strategic Technology Solutions (STS), and external vendors to resolve escalated incidents and coordinate enterprise-wide support. Lead efforts to align local help desk practices with statewide standards and IT governance requirements, ensuring consistency, security, and compliance across all TDOT help desk operations. Participate in enterprise planning, peer exchanges, and evaluations of emerging help desk technologies that improve support delivery and operational reliability.

Manage change, clarify the vision, take ownership of the change, communicate effectively, remain transparent, and hold yourself and others accountable throughout the process. Provide exceptional customer service to both internal and external customers by listening attentively, responding promptly, documenting thoroughly, and following through on commitments.

### **Qualifications**

**Education and Experience:** Graduation from an accredited college or university with a bachelor's degree and three years of experience in any one of the areas listed (1) the resolution of data manipulation errors, the maintenance of computer hardware, or the correction of other related system operations problems for computer system hardware or software; or (2) the strategic planning of hardware or software components; or (3) applications programming, or (4) the systematic analysis of user and systems requirements for computer or information systems; or (5) the training or instruction of individuals in systems analysis, applications programming, or proper utilization and implementation of hardware or software systems components within computer or information systems.

**Substitution of a Specific Associates Degree for the Required Bachelor's degree:** An Information Technology Associate's degree may be substituted for the required Bachelor's degree.

**Substitution of Experience for Education:** Experience in one of the following areas may substitute for the required education on a year-for-year basis to a maximum of four years: (1) the resolution of data manipulation errors, the maintenance of computer hardware, or the correction of other related system operations problems for computer system hardware or software; or (2) the strategic planning of hardware or software components; or (3) applications programming, or (4) the systematic analysis of user and systems requirements for computer or information systems; or (5) the training or instruction of individuals in systems analysis, applications programming, or proper utilization and implementation of hardware or software systems components within computer or information systems.

**OR**

**Substitution of Graduate Coursework for the Required Experience:** Any graduate coursework in management information systems, business data processing, business systems analysis, computer and information systems, or computer accounting may substitute for the required experience on a year-for-year basis to a maximum substitution of one year. (Thirty-six graduate quarter hours or a master's degree in the above fields is equivalent to one year of experience.)

## **Ideal Candidate**

The Business Tech Support – Lead (Help Desk) is a service-driven leader who thrives in collaborative environments and remains calm under pressure while approaching challenges with patience, persistence, and a solutions-oriented mindset. They value teamwork, communication, and accountability, fostering trust with staff, colleagues, and customers alike. Adaptable and forward-thinking, they balance day-to-day operational demands with long-term improvements, modeling integrity, professionalism, and transparency while encouraging innovation and continuous learning. With strong interpersonal skills and a genuine commitment to customer service, they create a positive support experience that reflects TDOT’s mission and values.