

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.



Product Development IT Manager-Senior

Information Technology Division – Product Lifecycle Services Section, Product Development
Nashville, TN
\$119,000 - \$125,000 annually

Job Overview

The Product Development IT Manager - Senior will lead, mentor, and train assigned staff within the Product Development Team 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 Product Development Team to be successful. This position will assist in creating Department policies, methodologies, tools, resources, procedures, processes, communications, and governance for the Product Development Team involved in the full lifecycle of the enterprise application portfolio.

The Product Development IT Manager – Senior will collaborate with all sections within the IT Division, including Architecture and Governance, Business Services, Program Management, and Enterprise Support Services, and the Training Resources Team to support the Product Lifecycle Services Section's functions for Headquarters and Regions among all disciplines within the Department to ensure that resources, training, and skill development occur effectively to support TDOT employees. The IT Manager - Senior will supervise technical staff and 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 Product Development Team.

Essential Job Responsibilities

Manage resources, staff utilization, and the program to deliver Product Development Services to TDOT, including but not limited to, software development, enhancement, maintenance, and support.

Oversee external partnerships, including contract scope development, negotiation, task management, invoicing review, and vendor performance. Collaborate with key stakeholders and Subject Matter Experts (SMEs) to address business goals and resource needs. Align team efforts, secure strategic staff augmentation, and enhance vendor partnerships to oversee and implement application architecture, standards, and tools.

Provide comprehensive support for all in-house and vendor-transitioned applications, ensuring seamless functionality and user satisfaction.

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 Product Development Team and assisting with quality control tasks per the TDOT Quality Assurance Process with respect to product development.

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 Product Development Team 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 Strategic Technology Solutions (STS) – Statewide IT along with Federal security statutory and regulatory requirements, standards, and guidelines related to product development and quality management components.

Remain current on national best practices related to software development for the enterprise product portfolio for TDOT employees and contractors in alignment with the strategic objectives of the team 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 team, provide feedback, and identify areas for improvement.

Assist in the overall mission to ensure that the product development and software work products and services 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.

Preferred Qualifications

- Certified Scrum Master
- Certified Product Owner
- Certified Agile Leader

Ideal Candidate

The Product Development IT Manager - Senior is a transparent, communicative, and agile individual who prioritizes supporting and cultivating the success of staff to deliver products effectively. They are passionate about collaboration, supporting teams in developing technical skills while also improving overall efficiency and teamwork. They embrace change, proactively seek solutions, and confidently ask questions to address challenges. This candidate is skilled in communication, tailoring messages to diverse audiences, and works efficiently with staff and leadership to resolve issues with an eye toward gaining short and long-term efficiencies. They are comfortable coaching, mentoring, and communicating, approaching situations with clarity and reason. They value being timely, organized, and founded on transparency, adaptability, and communication.