Training Resources IT Manager-Senior
Information Technology Division – Product Lifecycle Services Section,
Training Resources
Nashville, TN
$119,000 - $125,000 annually

Job Overview

The Technology Training Resources IT Manager - Senior will lead, mentor, and train staff within the Training Resources 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 Training Resources Team to be successful. This position will assist in creating processes, communications, and governance for the Technology Training Resources Team involving the Technology Training (O365) Program and Technology Learning Community to improve customer service and deliver innovative solutions.

The Technology Training Resources IT Manager - Senior will collaborate with all sections within Information Technology, including Architecture and Governance, Program Management, Business Services, Enterprise Support Services, and the Product Development 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 will develop performance plans, schedules, and budgets, ensuring 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 Technology Training Team.

Essential Job Responsibilities

Manage resources, staff utilization, and the program to provide Technology Training services to TDOT, including but not limited to training engagement and coordination of the virtual training calendar for the O365 platform.

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 Technology Training Team.

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 Technology Training Resources 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 training for technologies and quality management components.

Remain current on national best practices related to information technology training and the learning industry to improve performance and efficiency in alignment with the delivery of technology training services and 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 technology training 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.

Ideal Candidate

The Technology Training Resources IT Manager - Senior is a people-oriented leader with a strong commitment to transparency, collaboration, and growth. They prioritize clear communication and adaptability, understanding the importance of tailoring their approach to different audiences. Passionate about empowering staff, they thrive on

coaching, mentoring, and building a supportive environment that fosters individual and team success. The IT Manager – Senior is solution-driven and proactive, addressing issues with clarity and encouraging continuous learning for both themselves and their team. They are organized, timely, and aligned with the agency's mission, ensuring every project is handled with accountability and strategic focus. As an advocate for training staff, they are dedicated to equipping their team with the skills and resources needed for delivering consistent, customer-focused technology training.