

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.



Field Support Manager

Maintenance Operations Division – Field Support Section

Nashville, TN

\$107,004 annually

Job Overview

The Field Support Manager will lead, mentor, and train the Field Support team through empowerment, communication, and delegated authority. This position will develop work plans that align with the Maintenance Operations strategic vision and will effectively delegate authority and responsibility, while ensuring the availability of resources for the Field Support Section to be successful.

This position will assist in the development of department policies, discipline-specific technical guidance, procedures, and manuals to assist the Field Support Section in producing deliverables as part of the Department's Work Program. The Field Support Manager will supervise technical staff and develop performance plans, schedules, and budgets, ensuring each team member's expected outcomes, performance, and accountability. The Field Support Manager will oversee the management of the collection and maintenance of field equipment inventory, including usage, maintenance, repair, and procurement data, and provide reports on key trends. This position ensures accuracy in condition inspection, data collection, and reporting of all TDOT equipment. The Field Support Manager will research national best practices to drive innovation and efficiency within each technical unit as part of the Field Support Section.

Essential Job Responsibilities

Manage resources and staff utilization and assist Project Managers in the management of external partners together with the Professional Services Division, including negotiating contracts, reviewing consultant invoicing, developing contract scopes, managing contract tasks, and completion of consultant grading.

Establish and ensure there is a direct relationship between quality and work outcomes by developing and implementing standards for the Field Support Section and coordinate with the Quality Team Lead in assisting with quality control tasks as per the TDOT Quality Assurance Process with respect to field support elements.

Assist in the development of vendor acquisition contracts and oversight of external partners by serving on selection committees for maintenance and repair services.

Lead and/or provide support in the development of the Request for Proposal (RFP) development by attending project-specific marketing meetings, determining scoring criteria, participating in project information sessions, and serving as a scorer as part of the vendor acquisition process.

Establish policies, operating procedures, and maintenance guidelines for vegetation management and the State Automated Vehicle Location (AVL) system. Report on issues, recommend changes to policies, report on successes and promote innovation. Oversee the creation of any maintenance dashboards, the monitoring of inventory and the processes to audit procedures and guidelines.

Manage change, clarifying the vision, taking ownership of the change, communicating effectively, remaining transparent, and holding yourself and others accountable throughout the process.

Lead the Field Support Section in providing exceptional customer service to both internal and external customers by managing various operational components of TDOT's Field Support Program, including ensuring the specifications for new equipment align with the Department's needs and are consistent statewide; exercising effective listening skills; providing prompt responses; maintaining complete and accurate documentation, and soliciting feedback to determine the effectiveness of the field support section; communicating effectively with maintenance garages by establishing and maintaining an operating manual for mechanics to provide guidance on equipment maintenance, inventory tracking, and purchasing.

Remain current on national best practices related to the Field Support section for TDOT employees, contractors, and the traveling public; incorporate research, evaluations, and implementation of emerging technologies into projects that will support and improve maintenance operations; integrate considerations, statutory and regulatory requirements into TDOT's guidance documents, processes, and procedures in coordination with the TDOT Information Technology Division.

Develop and implement a tracking mechanism, in partnership with the TDOT Information Technology Division, that ensures the contractual agreements, scope, schedule, budget, and quality of all field support projects to support the delivery of the Department's Work Program while also ensuring compliance with Federal and State requirements and regulations.

Assist in ensuring the Field Support Section 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 in Public Administration, Public Policy, Business Administration, or related field
- 8 years of demonstrated competency in operations management, project management, data analysis or related field
- 2 years of demonstrated competency in supervision

Ideal Candidate

The Field Support Manager is a highly analytical individual with a sharp eye for detail. They possess exceptional communication and strong leadership and team management abilities, with the ability to effectively engage with stakeholders at all levels. The Field Support Manager deeply understands developing, managing and administering maintenance programs. They are also skilled in time management and organization and can manage multiple projects simultaneously with ease. They tackle challenges swiftly and effectively, ensuring seamless operations within the Department.