Statewide Technical Specialist – Maintenance Management System (MMS) & Automatic Vehicle Locator (AVL)
Maintenance Operations Division – Field Support Section
Nashville, TN
$99,864 annually

Job Overview

The Statewide Technical Specialist - Maintenance Management System (MMS) & Automatic Vehicle Locator (AVL) will assist in managing the State's Maintenance Management Services (MMS) program by developing and implementing MMS policies and procedures, conducting data analysis, conducting training, and resolving program-related challenges. Additionally, this role will oversee the Automatic Vehicle Location (AVL) software systems and analyze AVL data to enhance operational efficiency. The Statewide Technical Specialist ensures AVL data is leveraged to optimize resource allocation and track the performance of maintenance activities.

This position will apply critical thinking to address challenges to support decision-making that enhances maintenance operations, improves asset management, and contributes to the overall efficiency of Tennessee's transportation system. This role involves collaboration with various TDOT Divisions, project teams, regional leadership, direct workforce, third-party vendors, and contractors to implement a cost-effective and sustainable data management program.

Essential Job Responsibilities

Assist with the multiple phases of implementation for the new Maintenance Management System (MMS). Ensure that all MMS proposals align with TDOT's current and future needs and assist in the selection process for the new MMS program.

Establish and enforce policies to implement the Maintenance Management System (MMS) and ensure its effective use to manage maintenance assets, track service requests, and optimize asset lifecycles.

Collaborate closely with IT to ensure the successful implementation of the MMS system, including system integration and configuration. Provide field support by coordinating with IT to troubleshoot and resolve software issues, ensuring minimal disruption to operations.

Create and utilize dashboards to analyze data for predictive and preventive maintenance programs, enabling real-time insights that drive improvements in operational efficiency.

Develop and implement a new statewide training program on the MMS software for all field staff. Stay updated on software and program changes and communicate relevant information to all regional stakeholders.
Perform random quality checks and audits of maintenance projects entered into the Maintenance Management System to ensure data accuracy. Maintain all records related to MMS, including field services section policies and procedures, budgeting data analysis, and asset replacement. Ensure accurate and up-to-date documentation is available to assist department heads in fulfilling public record requests and support informed decision-making by providing reliable data and insights.

Oversee the AVL program, including addressing software and reporting issues and training regional staff on using and applying the AVL systems. Maintain all data records for AVL system reporting, ensuring accurate and up-to-date information is available upon request.

Conduct thorough research and evaluation of AVL system instructional manuals and training programs to ensure accuracy, relevance, and compatibility with TDOT's fleet and operational requirements. Work closely with the Statewide Technical Specialist for Vegetation Management/SOG's and Specifications to verify that AVL documentation aligns with TDOT's technical specifications and standards. Additionally, assist in reviewing and revising policies and procedures related to the AVL system, including developing and modifying Standard Operating Guidelines (SOGs) and Standard Operating Procedures (SOPs) to ensure compliance with current technology and organizational objectives.

Collaborate with contractors and regional staff to make informed decisions regarding installing AVL hardware. This includes determining which heavy equipment and fleet vehicles will be outfitted with AVL systems, selecting the optimal hardware placement within each vehicle or piece of equipment, and identifying compatible software platforms based on vehicle or equipment specifications. Serve as the primary liaison between TDOT and AVL contractors, addressing issues related to software and equipment compatibility with TDOT's fleet and ensuring compliance with contractual requirements. Additionally, ensure the selected AVL systems meet operational standards for fleet tracking, performance monitoring, and data reporting in alignment with TDOT's technical specifications.

Qualifications

- Bachelor's Degree in Business, Information Systems, Computer Science, or related field.
- 8 years of demonstrated competency in maintenance operations, IT software support, contract compliance, or related technical discipline.

OR

- Master's Degree in Business, Information Systems, Computer Science, or related field.
- 7 years of demonstrated competency in maintenance operations, IT software support, contract compliance, or related technical discipline.

Ideal Candidate

The Statewide Technical Specialist is a detail-oriented professional with extensive experience in maintenance operations, IT/software, contract oversight, data collection, and reporting. A creative thinker who works independently to understand the Department's vision and evolving technological needs. Acting as a liaison for third-party vendor contracts, they ensure clear communication, efficient dissemination of software issues and data reports, and timely reporting of concerns to leadership. Additionally, they maintain detailed records of all training, programming changes, and updates, fostering transparency and accountability. With strong communication and organizational skills, the Statewide Technical Specialist plays a critical role in data management, delivering

exceptional customer service to TDOT and all stakeholders. Their diligent oversight significantly enhances the efficiency and reliability of TDOT's operations.