

## 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.



### Network Ops Admin – Lead

Information Technology Division – Enterprise Services TMC Support

\$110,004 annually

Nashville, TN

#### Job Overview

The Network Operations Administrator – Lead position within the Transportation Management Center (TMC) Network Support unit is responsible for administering and supporting the network, server infrastructure, and Intelligent Transportation Systems (ITS) that enable real-time traffic management across the Tennessee Department of Transportation (TDOT). This Preferred Service role reports directly to the Sr. IT Manager – Network/TMC Support and plays a key part in supporting TDOT's IT strategic goals and operational readiness.

This position requires a deep technical understanding of enterprise networking, server administration, cybersecurity, and ITS field technologies. The incumbent ensures the reliability, security, and performance of TDOT's TMC and ITS environments by monitoring systems, troubleshooting issues, maintaining equipment, and implementing solutions that support operational continuity. Experience with enterprise Windows environments, Active Directory, Exchange, virtualization platforms, and network monitoring tools is highly beneficial.

The Network Operations Administrator – Lead collaborates closely with network engineers, system administrators, ITS technicians, application teams, and regional operations staff. The role supports both day-to-day operational activities and long-term infrastructure initiatives, including system upgrades, resiliency planning, and performance optimization across TDOT's transportation technology ecosystem.

Success in this position requires strong communication skills, advanced technical expertise, sound judgment, and the ability to work independently in high-pressure environments—particularly due to the 24/7 operational nature of TMC support. The role fosters collaboration, ensures reliable TMC network operations, and strengthens TDOT's overall ITS and network infrastructure in support of statewide mobility and safety objectives.

#### Essential Job Responsibilities

Ensure a high standard of quality, reliability, and performance across the TMC and ITS network environments by administering and supporting TDOT's server infrastructure, enterprise systems, and transportation technology assets in alignment with TDOT's mission and IT strategic objectives.

Manage change effectively by communicating clearly, maintaining transparency, exercising accountability, and providing leadership during network issues, system updates, or infrastructure improvements within the TMC environment.

Lead and support network operations initiatives of moderate to high technical complexity, including planning, implementing, and maintaining:

- File, communication, and edge servers
- LAN, VLAN, WAN, routing, and switching infrastructure
- Firewalls, security tools, and enterprise network equipment
- Hyper-V, VMware, and other virtualization technologies
- ITS systems such as fiber networks, CCTV, RDS, and DMS

Provide exceptional customer service to internal stakeholders by delivering prompt, accurate, and clearly documented technical support; proactively monitoring systems; and troubleshooting network, server, and ITS performance issues.

Follow industry standards and best practices for enterprise network management, IT service management (ITSM), security, and operational methodologies such as ITIL, Agile, DevOps, and Kanban. Promote a culture of continuous improvement, collaboration, and accountability within TDOT IT.

Maintain 24/7 operational readiness by participating in on-call support and ensuring high availability, disaster recovery preparedness, and infrastructure resiliency across TMC and ITS systems.

### **Qualifications**

**Education and Experience:** Graduation from an accredited college or university with an Information Technology specific associate's degree and three years of professional-level experience in one of the following: (1) the configuration, installation, evaluation, monitoring, or problem diagnosis and resolution of LAN, WAN, or network hardware, software and related equipment; or (2) the configuration, installation or maintenance of computer hardware and related equipment.

**OR**

**Substitution of Education for Experience:** Any graduate coursework in Information Technology may substitute for the required experience on a year-for-year basis to a maximum substitution of one year.

**OR**

**Substitution of Experience for Education:** Professional experience in one of the following areas may substitute for the required associate's degree on a year-for-year basis to a maximum substitution of two years: configuration, installation, evaluation, monitoring, or problem diagnosis and resolution of LAN, WAN, or network hardware, software and related equipment or configuration, installation or maintenance of computer hardware and related equipment may substitute for the required education on a year-for-year basis to a maximum of four years.

## **Ideal Candidate**

The ideal candidate for the Network Operations Administrator – Lead (TMC) role is a highly skilled technical professional with deep expertise in enterprise networking, server administration, and Intelligent Transportation Systems (ITS) infrastructure. They excel in managing complex network environments, ensuring system reliability, security, and performance across mission-critical operations. This individual demonstrates strong analytical and problem-solving abilities, communicates clearly across technical and non-technical teams, and thrives in a fast-paced, high-stakes environment that requires sound judgment and rapid decision-making.

They have extensive hands-on experience with Windows server environments, Active Directory, Exchange, virtualization platforms, and enterprise-grade routing, switching, and firewall technologies. They are highly proficient in monitoring, troubleshooting, and optimizing network performance, and bring experience with ITS technologies such as fiber networks, CCTV, RDS, and DMS.

The ideal candidate is dependable, collaborative, and capable of working independently - especially given the 24/7 operational demands of TMC support. They embrace continuous improvement, follow industry best practices such as ITIL and Agile methodologies, and proactively contribute to the resiliency, security, and modernization of TDOT's transportation technology infrastructure.