

## 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.



### **Quality Assurance Senior Technical Specialist** Procurement Division – Strategic Services Section \$75,204 annually

#### **Job Overview**

The Quality Assurance Senior Technical Specialist implements a process-oriented approach to preventing errors, minimizing variability of work outcomes, and ensuring alignment with the strategic goals established by the TDOT Procurement Division. This position provides expert-level quality assurance to the Strategic Services Section and Regions for purchasing, procurement, and contracting within the authority of the Procurement Division.

The Quality Assurance Senior Technical Specialist drives collaboration across TDOT Regions, internal teams, the Central Procurement Office, and external partners to resolve procurement quality issues and streamline processes in alignment with state and federal regulations. This position guides the development of quality assurance protocols, tracks performance metrics, analyzes audit data, and identifies trends to inform continuous improvement. This position champions statewide initiatives that advance the Procurement Division's strategic goals. The Quality Assurance Senior Technical Specialist builds and maintains shared knowledge resources and partners with the Training Team to ensure technical accuracy and relevance of procurement training content. This position is a mobile position that includes statewide travel to support and deliver in-person training that meets the needs of internal stakeholders across TDOT Headquarters, Regions, and District Offices.

#### **Essential Job Responsibilities**

Facilitate the design and execution of procurement quality assurance protocols and inspection checklists to strengthen oversight and accountability. Translate procurement trends, audit findings, and performance metrics into actionable insights that enhance quality control and proactively mitigate risks of fraud, waste, and abuse.

Perform quality reviews on procurement documentation, contract development (non-Brooks Act), and compliance activities to identify inaccuracies, risks, inefficiencies, or gaps in adherence to state and federal regulations. Coordinate with internal TDOT offices, Regions, the Central Procurement Office, and external partners to resolve procurement quality issues, clarify policy expectations, ensure procedural compliance, and provide feedback to refine internal processes.

Conduct or participate in internal audits, compliance sampling, and inspection cycles focused on procurement activities to assess adherence to quality standards and regulatory requirements. Document audit findings, identify areas of non-compliance or risk, recommend corrective actions, and support the implementation of

improvements.

Monitor and anticipate procurement changes issued by the Central Procurement Office (CPO), Finance Division, and the Maintenance Operations Division (MOD). Utilize Edison FSCM and FSCM Reporting Tools. Develop and update inspection processes that document and evaluate the impact of these changes. Define quality standards for acceptable and unacceptable practices across TDOT Headquarters, Regions, and District Offices. Mentor Technical Specialists on new procedures and ensure updates are reflected in the Procurement and Contract Division's Standard Operating Procedures (SOPs) and inspection manuals. Serve as the compliance advisor when collaborating with the Quality and Training Team to update related training materials.

Provide exceptional customer service to internal stakeholders by facilitating cross-functional collaboration with the Quality and Training Team in executing strategic plans, recommending changes in workload distribution, tracking performance, and evaluating the impact of legislative changes on future procurement operations and workforce planning. Exercise effective listening skills, provide prompt responses, and communicate effectively. Remove barriers that prevent the efficient sharing of information.

Assist with researching national procurement practices and benchmark TDOT's quality performance against industry standards on an as needed basis.

Partner with the Procurement Division section teams to develop, update, and refine procurement procedures, guidance documents, and policy standards that promote statewide consistency, ensure regulatory compliance, and support the continuous improvement of TDOT's procurement practices. Maintain and enhance a shared procurement database that houses policies, procedures, and reference materials, ensuring statewide access to accurate, up-to-date information that supports consistent and compliant practices.

Collaborate with the Training Team to develop procurement-related training materials, job aids, and resources by providing technical input on quality-focused content and supporting internal knowledge transfer initiatives that promote consistent application of policies and procedures across TDOT.

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

#### **Qualifications**

- Bachelor's degree
- 3 years of demonstrated competency in procurement, quality assurance, auditing, training development, or a related field

OR

- Master's degree
- 2 years of demonstrated competency in procurement, quality assurance, auditing, training development, or a related field

#### **Ideal Candidate**

The Quality Assurance Senior Technical Specialist is a detail-conscious, analytical professional who values integrity, accountability, and continuous improvement in quality and training in procurement. They bring a systems-thinking mindset and the ability to anticipate risks, identify opportunities for refinement, and drive consistent, high-quality outcomes. They are skilled in collaboration and communication, and they build strong working relationships across teams and support strategic initiatives with flexibility and purpose. With sound judgment and a proactive approach,

they contribute to a culture of compliance, performance, and knowledge sharing, ensuring procurement practices are efficient, equitable, and aligned with TDOT's long-term goals.