

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.



Training Technical Specialist

Procurement and Contracts Division – Strategic Services Section

\$60,600 – \$70,680 annually

Job Overview

The Quality Assurance and Training Technical Specialist supports the Procurement Division by developing and delivering high-quality procurement training, onboarding content, and procedural guidance to ensure statewide consistency and compliance with TDOT's procurement policies, procedures and expectations. This position plays a key role within the Quality Assurance and Training Team, reporting directly to the Quality Assurance and Training Team Lead, and works in close collaboration with the Training Senior Technical Specialist to support procurement training efforts and strengthen procurement knowledge across the Regions and Headquarters staff. 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.

Operating within a collaborative, matrixed environment, the Training Technical Specialist helps develop scalable training materials, while promoting and training to standard operating procedures (SOPs), and knowledge-sharing tools that promote procurement readiness and performance consistency statewide. This position contributes to continuous improvement by integrating compliance findings, compliance reviews, procedural updates, and national best practices into training efforts. This role also supports the implementation of learning technologies, assists in tracking training outcomes, and helps maintain systems that enable effective onboarding, guidance, and documentation management for TDOT's procurement workforce.

Essential Job Responsibilities

Essential Job Duties of the Technical Specialist I, II, and III include:

Assist in the development and delivery of procurement-related training materials, onboarding content, and job aids that reflect current TDOT and Central Procurement Office (CPO) policies and procedures, and procurement standards.

Support the design and delivery of in-person, virtual, and self-paced procurement training for Region and Headquarters procurement teams and embedded procurement staff.

Assist in building and maintaining the Division's internal SharePoint training library and procurement knowledge repository as key components of TDOT's knowledge management strategy. Ensure materials are accurate, accessible, and organized in a way that supports onboarding, staff development, and the consistent application of procurement policies and procedures across the Department.

Deliver exceptional customer service to internal stakeholders by expeditiously answering questions related to procurement training expectations, timelines, and procedural clarification.

Collaborate with Quality Assurance and Training Team to maintain training schedules and logs to support compliance readiness and knowledge management. Coordinate with TDOT's People Talent and Development Training Teams to align procurement training with agency-wide learning strategies and workforce development efforts.

Ensure collaboration with the Quality Assurance and Training Team by communicating effectively, remaining transparent, and promoting accountability for oneself and others throughout the process.

Proactively learn multiple training-related software platforms such as SharePoint, TDOT Learning Network, Adobe Learning Manager, and other tools to develop training content, construct instructional videos, assist with managing rosters and queries, and support system-based learning delivery.

Additional Job Duties for the Technical Specialist II and III include:

Evaluate participant feedback, compliance findings, compliance reviews, and regulatory updates to identify training gaps, enhance instructional effectiveness, and ensure alignment with evolving procurement standards. Collaborate with the Senior Technical Specialist and Quality and Training Team Lead to revise and improve procurement training modules, ensuring they remain accurate, engaging, and responsive to statewide needs.

Coordinate procurement training logistics, serve as a point of contact for stakeholders, and assist in maintaining learning management systems, dashboards, and digital tools to support tracking, delivery, and evaluation of training efforts.

Support peer exchanges and cross-training events between Region and Headquarters staff to build statewide procurement knowledge and consistency.

Additional Job Duties for the Technical Specialist III include:

Guide the development and continuous refinement of procurement training modules to align with best practices, regulatory changes, and TDOT's strategic goals. Monitor training implementation statewide to identify competency gaps, inconsistencies, or emerging needs based on performance metrics, compliance findings, and user feedback.

Assist in mentoring Quality Assurance and Training Team staff and provide instructional feedback to support knowledge transfer, coaching, and professional growth.

Serve as a liaison with internal partners, including TDOT Finance, Information Technology (IT), and Region teams, to ensure procurement training content addresses system functionality, procedural updates, and compliance requirements.

Assist in the design and execution of quality assurance checks on training delivery, materials, and tracking logs to ensure compliance with Records Disposition Authorization (RDA) and compliance standards.

Qualifications

TDOT Technical Specialist I

- Bachelor's Degree

TDOT Technical Specialist II

- Bachelor's Degree
- 1 year of demonstrated competency in business administration, procurement, education, public administration, procurement training, compliance, contract management, or related field.

TDOT Technical Specialist III

- Bachelor's Degree
- 2 years of demonstrated competency in business administration, procurement, education, public administration, procurement training, compliance, contract management, or related field.

The Tennessee Department of Transportation reserves the sole right in determining the level of position based on the applicant's work experience, education, skill level, and all other appropriate factors, including business needs. Within 6 months of hire, employees must demonstrate successful mastery of corresponding work competencies and skill blocks of the Technical Specialist Competency Program for the level of worker for which they were hired. If skills and competencies are not met during that period, the employee can be demoted to the level of worker for which he/she is qualified.

Ideal Candidate

The Training Technical Specialist is a detail-oriented, solutions-focused professional who understands that consistent, high-quality training is essential to successful procurement operations. They are skilled at translating complex procurement procedures into clear, accessible learning tools and contribute to a culture of consistency and compliance through collaborative training, development, and delivery. The Training Technical Specialist has efficient software and classroom management skills, with the ability to present and instruct. With strong communication skills and a working knowledge of procurement processes, they effectively support onboarding, knowledge-sharing, and the use of digital training tools. Their ability to manage logistics, adapt to evolving policies, and support continuous improvement ensures that procurement staff across the Department are well-prepared, informed, and aligned with TDOT's standards.