

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.



Engineering Concepts and Statewide Programs Technical Coordinator 1
Project Management Division – Engineering Concepts and Statewide Programs
Section
Nashville, TN
\$61,428 annually

Job Overview

The Engineering Concepts and Statewide Programs Technical Coordinator 1 supports Divisions, technical disciplines, Project Managers, Project Teams, and the Region Quality Sections by assisting in the efficient delivery of engineering concepts projects, economic projects, and statewide program projects and maintaining the functionality of Project Online (POL). This position collaborates with the Engineering Concepts and Statewide Program Managers, Project Managers, and Project Teams in identifying potential scope, schedule, and budget challenges at the project and program level, minimizing variability in project deliverables, and ensuring the sustainability of the Department's Work Program.

The Technical Coordinator 1 position assists with ensuring Department policies, technical guidance, project delivery guidelines, and procedures are incorporated into the development of project scope, schedule, and cost estimates as part of preconstruction activities. This position uses computer software to complete required duties for preconstruction activities and develops reports and data analytics. This position must effectively articulate project milestone concepts through mentoring and collaborating as part of a matrix organization.

Essential Job Responsibilities

Serve as a liaison and provide comprehensive support to the Engineering Concepts and Statewide Programs Section by proactively addressing challenges, coordinating solutions, facilitating communication, and driving the resolution of tasks through effective follow-up and execution.

Support Project Teams and the efficient delivery of TDOT's Work Program by assisting with the management of POL, TDOT 360 Feedback Forms, and monitoring of stakeholder correspondence.

Maintain and optimize TDOT's Project Online (POL) environment by monitoring and resolving issues, including troubleshooting queue failures and managing stakeholder communications. Ensure timely resolution of technical support tickets and maintain feedback mechanisms to effectively gather stakeholder input.

Assist in the integration of Quality Management into all deliverables to ensure project status information is accurate, complete, and up to date, providing Project Teams

with reliable data for informed decision-making. Independently perform quality checks of system settings and resource allocations to maintain accuracy and consistency.

Assist with the development and presentation of utilization rate data for workload/resource management and for use in manhour and consultant allocation planning. Assist with the coordination of consultants providing project delivery services for TDOT projects. Track work order progress, manage deliverable submissions, ensure compliance with contract terms, and process invoice payments accurately and promptly in Edison.

Assist with maintaining a library of current project management related policies, procedures, and guidelines that support statewide process consistency and compliance. Assist with ensuring required documentation management and records disposal.

Assist in the development and delivery of project management training and technical guidance that addresses acquired knowledge, risk management, technical design elements, and emerging technologies related to project management to improve team performance, create a stronger understanding of the transportation industry, inspire new ideas, and develop skills. Assist the Engineering Concepts and Statewide Programs Section by providing expertise, training, and mentoring to TDOT staff, consultants, and local agencies regarding project management and delivery-related issues and considerations.

Remain current on project and portfolio management methodologies and tools and system administration trends. Collaborate with other TDOT Divisions to maintain IT security and compliance standards to safeguard system integrity, protect data, and support efficient delivery of the Department's Work Program.

Provide exceptional customer service to the Engineering Concepts and Statewide Programs Section and POL users by proactively troubleshooting challenges and maintaining the functionality of POL, ensuring project delivery data is complete, accurate, easily accessible, and organized, exercising effective listening skills, and communicating effectively.

Qualifications

- Associate's or bachelor's degree
- 3 years of demonstrated competency in transportation or related technical discipline.

OR

- Education equivalent to graduation from high school
- 5 years of demonstrated competency in transportation or related technical discipline.

Ideal Candidate

The Engineering Concepts and Statewide Programs Technical Coordinator 1 is a detail-oriented, proactive team player with a deep understanding of POL system administration, resource management, and project management principles. They excel in analyzing and troubleshooting complex technical issues, ensuring seamless integration and synchronization of data. The Engineering Concepts and Statewide Programs Technical Coordinator 1 thrives in collaborative environments, effectively engaging with Project Teams, IT personnel, and external partners to optimize system performance and support TDOT's strategic goals.