TN TDOT
Department of Transportation

Business Support Team Lead
Region Business Solutions – Business Support
$103,848 annually

Job Overview

The Business Support Team Lead will lead, mentor, and train the Business Support Team through empowerment, communication, and delegated authority. This position will implement work plans that align with the Business Solutions Section's strategic vision and will effectively delegate authority and responsibility when applicable while providing the resources for the Business Support Team to be successful. This position reports to the Region Business Solutions Manager.

This position will implement Department policies, discipline-specific technical guidance, procedures, and manuals to lead and assist the Business Support Team in producing deliverables and implementing the Quality Assurance Program as part of the Department's Work Program. The Business Support Team Lead will supervise technical staff and implement performance plans, schedules, and budgets, ensuring the expected outcomes, performance, and accountability of each team member. The Business Support Team Lead will research national best practices to drive innovation and efficiency within each technical unit of the Business Support Team.

Essential Job Responsibilities

Manage resources and staff utilization to allow the Business Support Team to perform their roles effectively and efficiently, optimizing the Team's ability to successfully address unanticipated challenges, and to implement, support, and maintain business systems and digital tools that enable efficient region operations. Foster a collaborative environment focused on innovation, continuous learning, and accountability.

Coordinate and manage the development of business reporting, data analytics, and GIS-based outputs that inform region decision-making. Ensure deliverables meet data quality standards and align with strategic priorities for operational excellence.

Participate in cross-functional teams and peer exchanges with TDOT Regions, HQ divisions, and industry partners to share insights, explore emerging technologies, and promote best practices in business system operations.

Collaborate with the Asset Management teams to integrate quality management into all Business Support work products and services, enhancing data integrity and

resource optimization. Ensure the Business Support Team aligns with TDOT's strategic goals by supporting accurate reporting and data-driven infrastructure investment and maintenance planning decision-making.

Oversee the implementation, administration, and ongoing support of region business applications—including coordination with TDOT IT on system performance, user access, feature testing, and enhancement rollouts. Lead training and user adoption efforts to ensure effective use of evolving digital tools across the Region.

Provide input on national best practices related to business applications, reporting, and digital collaboration tools for TDOT region employees and contractors; incorporate research, evaluations, and implementation of emerging technologies; and integrate statutory and regulatory requirements into region processes and guidance documents, processes, and procedures.

Define and communicate performance goals and measures, implement an employee feedback process, and provide effective performance evaluations that foster a culture of trust. Support effective performance management as part of a strategic approach to creating and sustaining improvement performance within the Business Support Team.

Manage change, clarify the vision, take ownership of the change, communicate effectively, remain transparent, and hold yourself and others accountable throughout the process.

Lead the Business Support Team in providing excellent customer service to internal and external customers, exercising effective listening skills, providing prompt responses, maintaining complete and accurate documentation, and communicating effectively.

Provide oversight into developing Business Support deliverables that are consistent, predictable, and repeatable to provide consistently high levels of achievement, mitigation of risk, and an established track record of success.

Qualifications

- Bachelor's degree
- 5 years of demonstrated competency in engineering technical services, project management, construction, maintenance, or related field

Ideal Candidate

The Business Support Team Lead is a strategic and analytical leader who thrives at the intersection of business operations and technology. They bring a strong foundation in systems implementation, reporting, and digital collaboration and possess excellent communication and mentoring skills. The Business Support Team Lead is forward-thinking, solutions-driven, and committed to delivering high-quality support that enables TDOT's Regions to operate efficiently and in alignment with statewide goals.