

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.



Business Solutions Technical Coordinator 1 Region Business Solutions – Business Support \$61,428 annually

Job Overview

The Region Business Solutions Technical Coordinator 1 contributes to the success of Region Business Solutions by assisting with the implementation, maintenance, and user support of business applications and digital tools used across TDOT Regions. This position performs duties independently with limited supervision, while coordinating regularly with stakeholders across regions and divisions. This position supports operational continuity through data entry, basic analytics, system documentation, and technical assistance, contributing to the accuracy and effectiveness of business systems.

Working in coordination with Region Teams, Divisions, and other internal partners, the Business Solutions Technical Coordinator 1 provides essential support for infrastructure data activities, maintenance documentation, and resource tracking. As part of a matrix organization, this position requires effective collaboration and communication to help implement statewide initiatives and support team objectives. This position reports to the Business Solutions Team Lead.

Essential Job Responsibilities

Provide technical and administrative support for business applications, this includes, but is not limited to, systems such as SharePoint, Project 360, AASHTOWare, SiteManager, Maintenance Management System, e-plans system, e-ticketing system, Adobe Sign, Microsoft Office 365, and Primavera. Set up user access, maintain data entry protocols, respond to technical requests, troubleshoot and resolve basic system issues, and help teams incorporate these tools into their daily workflows.

Support quality management practices by performing systematic checks of deliverables, checking data accuracy, preparing documentation, formatting reports, and submitting feedback to TDOT's standards. Retain and organize records per the Business Solutions Section's quality procedures.

Monitor business applications for stability and user needs on projects with low to moderate risk. Document and report minor system issues related to user access, tool functionality, or data inconsistencies. Maintain access logs, troubleshoot performance issues, and escalate problems as needed.

Assist with testing new software features and updates by performing basic functionality checks and collecting user feedback for system enhancements.

Assist in developing data dashboards and region performance reports, having a moderate risk to the Department by gathering routine data inputs and assisting with formatting and visuals.

Deliver introductory system training and onboarding support for new users, including walkthroughs, quick guides, and Frequently Asked Questions (FAQs). Maintain instructional materials to reflect current processes and respond to user inquiries regarding application use.

Track and summarize user feedback from surveys, emails, and informal check-ins. Share findings with the Business Support Team Lead and recommend minor improvements to tools or workflows.

Maintain organized digital records related to system usage, quality assurance checks, and application documentation. Follow records retention policies and quality assurance procedures.

Stay informed on system updates and innovative pilot projects, supporting efforts to track data and contribute to evaluation and reporting. Collect annual TDOT Internal Audit risk assessment (Enterprise Risk Management) data. Support reporting activities to help assess outcomes and opportunities for scaling new technologies.

Provide responsive and professional customer service to project stakeholders, coordinating tasks and sharing updates with Region Teams, Divisions and internal partners to align deliverables and timelines.

Qualifications

- Associate's or bachelor's degree
- 3 years of demonstrated competency in business administration, project management, or a related technical discipline.

OR

- Education equivalent to graduation from high school
- 5 years of demonstrated competency in business administration, project management, or a related technical discipline.

Ideal Candidate

The Technical Coordinator 1 is detail-oriented, organized, and dependable, with strong follow-through and a commitment to high-quality work. They approach tasks with curiosity and a willingness to learn, adapting quickly to new systems and processes. They thrive in a team environment, communicate clearly, and value collaboration to achieve shared goals. Proactive and responsive to feedback, they take pride in delivering reliable support that helps others succeed. A strong customer service mindset and a consistent, process-driven approach are key to success in this role.