

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 2 Region Business Solutions – Business Support \$66,612 annually

Job Overview

The Region Business Solutions Technical Coordinator 2 plays a critical role in supporting the delivery of TDOT's Work Program by administering business systems, performing data analysis, and contributing to process improvement initiatives. This position performs duties independently with limited supervision, while coordinating regularly with stakeholders across regions and divisions. This position ensures the effective use of business-critical applications by providing region level support, managing user access, coordinating application testing and implementation, generating data-driven performance reports, and facilitating user training and documentation efforts.

Operating within a matrix organization, the Technical Coordinator 2 collaborates with Region Teams, Divisions and internal partners to align system capabilities and business needs. The role contributes to quality assurance by conducting thorough data reviews and ensuring deliverables meet departmental standards. The position also plays a key role in advancing business continuity by proactively identifying system gaps, recommending enhancements, and supporting the evaluation and rollout of innovative technologies. This position supports standardization across regions and helps drive continuous improvement aligned with statewide goals. This position reports to the Business Solutions Team Lead.

Essential Job Responsibilities

Serve as a liaison between Region Teams and Divisions by identifying system needs, coordinating resolution of technical and process-related issues, and communicating updates to support effective project delivery and workforce operations.

Apply quality management practices to all business system deliverables by conducting structured reviews, validating data accuracy, coordinating system testing, and ensuring records are maintained in compliance with the Records Disposition Authorization (RDA) guidelines and departmental standards.

Serve as the region administrator for business-critical systems, 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. Manage user access, troubleshoot and resolve user issues, elevate complex system issues to HQ Divisions, and ensure applications support business needs and align with operational requirements.

Perform and coordinate testing and implementation of new system features and updates. Document test results, validate enhancements with Region Teams, Divisions, and business teams, and manage communication and rollout plans for system upgrades.

Perform data analysis and visualization using business intelligence tools to support decision-making across TDOT business functions. Analyze region data to produce maps, reports, and dashboards that inform on emergency planning, strategic planning, operational efficiency, performance, and compliance. Collect and analyze data from the Professional Services Division on consultant acquisition reporting and data standardization. Ensure reporting products are consistent across Regions, and are accurate, visually effective, and aligned with TDOT standards.

Evaluate system usage patterns and workflow efficiency. Validate and/or recommend and support the implementation of improvements to streamline operations, promote consistency across Regions, and align with statewide business practices.

Develop and maintain user guides, training materials, and process documentation. Deliver training sessions and provide technical guidance to users to support consistent and confident use of TDOT business systems.

Monitor the implementation of innovation pilots and emerging technologies. Collect feedback, contribute to performance evaluations, and share actionable insights with Business Support Team Leads and Managers to inform decision-making. Collect and support annual TDOT Internal Audit risk assessment (Enterprise Risk Management) data to inform organizational improvement and audit readiness.

Provide exceptional customer service by resolving technical issues promptly, guiding users through complex system functions, and facilitating the adoption of digital tools across project teams and both internal and external stakeholders. Support cross-region system training and process standardization initiatives, serving as a mentor to peers and junior staff.

Qualifications

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

OR

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

Ideal Candidate

The Technical Coordinator 2 is analytical, adaptable, and solutions-oriented, with a natural curiosity for improving systems and processes. They demonstrate strong critical thinking skills and a commitment to accuracy, consistency, and continuous improvement. Proactive and self-directed, they take initiative while remaining open to feedback and collaboration. They communicate clearly, build positive working relationships across teams, and contribute to a supportive and service-focused environment. The Technical Coordinator 2 thrives in a dynamic setting, is comfortable navigating technical challenges, and remains focused on delivering reliable, high-quality outcomes that support organizational goals.