

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.



Strategic Planning Technical Specialist

Strategic Planning, Research, and Innovation Division – Strategic Planning
Nashville, TN
\$60,600 - \$65,448 annually

Job Overview

The Strategic Planning Technical Specialist will provide strategic planning and performance management expertise to support TDOT in adopting a strategic management approach that focuses on positioning the Department to effectively fulfill its mission, vision, and values. This position collaborates with TDOT executive leadership and Divisions to establish the Department's strategic direction to provide a safe and effective transportation system for all users, and support investments and resource decision-making. The Strategic Planning Technical Specialist must effectively communicate strategic planning and performance management concepts through training, mentoring, and collaboration as part of a matrix organization.

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

Assist in guiding the strategic planning process in coordination with TDOT executive leadership to develop the draft 4-year strategic plan which includes TDOT's strategic goals, objectives, and action steps that are aligned with the Governor's Operational Priorities and submit the draft plan to the Department of Finance and Administration Office of Customer Focused Government (CFG) for review, modification, and approval. Ensure alignment of strategic goals, objectives, and action steps with TDOT's annual CFG operational plan, and work with TDOT executive leadership to ensure such goals and priorities are aligned with staff's annual individual performance plans (IPPs) to advance the mission, vision, and values of the Department.

Monitor and evaluate, with TDOT executive leadership, Key Performance Indicators (KPI) and milestones of TDOT's Strategic Plan and annual CFG operational plan; facilitate the identification and implementation of actions to meet the KPI target and milestones; and report quarterly to the CFG Office on such progress.

Coordinate Transportation Performance Management (TPM) target setting for TDOT including analyzing transportation system information in collaboration with other TDOT Divisions and the State's Metropolitan Planning Organizations to establish TPM targets; develop and submit TPM reports to FHWA; and assist in developing the required reporting when TPM targets are not met.

Coordinate the identification, implementation, monitoring, and evaluation of program and project delivery process improvements and other business practices; support TDOT's mission, vision, and values communication strategy to promote awareness of

the Department's mission, vision, and values; and support efforts to advance Knowledge Management practices within TDOT based on research and best practices.

Remain current and engaged on revisions to the federal Transportation Performance Management requirements, the Customer Focused Government (CFG) performance requirements, the TDOT strategic planning process, and all associated TDOT metrics. Adapt new technologies and best practices that drive TDOT's strategic planning and TPM processes forward.

Provide exceptional customer service to internal and external customers, exercise effective listening skills, assist in the implementation of policies and procedures related to strategic planning and performance management, provide prompt responses, maintain complete and accurate documentation, and communicate effectively.

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

Address potential areas of risk with TDOT executive leadership and Divisions related to establishing Key Operational Goals, Strategic Initiatives, Key Performance Indicators, and TPM targets. Research and analyze national best practices that are tailored for establishing Key Performance Indicators and Performance Measure targets.

Collaborate with TDOT executive leadership and Divisions to facilitate evaluating alternative actions to assist in achieving Key Performance Indicators and Performance Measure targets.

Additional Job Duties for the TDOT Technical Specialist III include:

Coordinate with the Strategic Planning, Research, and Innovation Director in providing assistance to the TDOT Technical Training Director for the development and delivery of Strategic Planning and Performance Management training that addresses establishing annual Strategic Initiatives and Milestones, Key Operational Goals and Key Performance Indicators, Performance Management data analysis and target setting, creating statewide transparency and consistency, inspiring new ideas, and developing skills. Provide mentoring to TDOT staff with respect to Strategic Planning and Performance Management.

Perform quality assurance reviews of Performance Management data, federal Transportation Performance Management Reports, and Key Performance Indicator data and results, ensuring the Performance Management and Key Performance Indicator data accurately depicts performance and that organizational performance data maintains a high level of consistency and integrity. Ensure all data-related activities and critical documents are saved and follow a consistent set of rules and procedures statewide and are in alignment with TDOT performance objectives.

Qualifications

TDOT Technical Specialist I

- Bachelor's Degree

TDOT Technical Specialist II

- Bachelor's Degree
- 1 year of demonstrated competency in strategic planning or public administration, business administration, transportation planning or engineering, public policy, organizational development, economics or finance, mathematics or statistics, continuous improvement, project management or a related field.

TDOT Technical Specialist III

- Bachelor's Degree
- 2 years of demonstrated competency in strategic planning or public administration, business administration, transportation planning or engineering, public policy, organizational development, economics or finance, mathematics or statistics, continuous improvement, project management or a 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

This position is a career path series within TDOT. The Strategic Planning Technical Specialist I, II, or III demonstrates a combination of technical expertise, analytical skills, and effective communication abilities. They not only possess technical capabilities, but also have a truly visionary approach to using data-driven insights to shape future transportation systems. They possess a collaborative spirit and can work effectively within a matrix organization, always willing to continuously update their knowledge as technology and data analytics advance.