TDOT Program Manager
Information Technology Division – Program Management Section
$120,000 - $125,000 annually
Nashville, TN

There are a total of 6 Program Manager positions, 4 of which we are advertising currently and are marked as available below. The requirements and job duties are the same for each position. There is one IT Program Manager position assigned to each of the following specific Business Areas:

Bureau of Administration and Chief of Staff
Bureau of Planning (available)
Bureau of Engineering – Engineering (available)
Bureau of Engineering – Program Development
Bureau of Engineering – Operations (available)
Enterprise Technologies (available)

Job Overview

The Program Manager will lead, mentor, and train information systems professionals through empowerment, communication, and delegated authority. This position serves as the strategic interface between their assigned Bureau and various stakeholders through participation in strategic planning, working in a team setting where collaboration is key, processing information quickly and accurately, and using critical thinking and judgment to problem-solve and make well-informed decisions independently. This position is responsible for technical portfolio and project priorities, strategic program management, business relationship management, business analysis, innovative technologies, and methodologies. Bureaus include Engineering, Planning, and Administration and cover many program areas such as Program Delivery, Operations, Multimodal, Local Programs, Freight and Logistics, Aeronautics, Finance, Human Resources, Information Technology, and others. Bureaus are supported by the Chief of Staff, Legal, Federal, Legislative, and Public Affairs Divisions. Each Bureau and Functional Division has distinctly defined responsibilities, while sharing the common goal of ensuring that the agency provides a safe and effective transportation system.

This position will develop, manage, and assist with implementing methodologies, tools, resources, and guidelines for portfolio management functions. The IT Program Manager will collaborate with their assigned Bureau, Region Business Solutions Divisions, and all sections within Information Technology, including Architecture and Governance, Product Development Services, Business Services, and Enterprise Support Services, and other IT Program Managers, to provide the Program

Management Section's services for Headquarters and Regions for all disciplines within the Department.

The IT Program Manager will supervise technical staff and develop and implement performance plans, schedules, and budgets, ensuring each team member's expected outcomes, performance and accountability. The IT Program Manager will research national best practices that drive innovation and improve performance and efficiency within the Program Management Section.

Essential Job Responsibilities

Manage resources, staff utilization, and the program to provide Program Management services to TDOT, including but not limited to technical portfolio and project priorities, strategic program management, business relationship management, business analysis, innovative technologies, and methodologies.

Establish and ensure a direct relationship between quality and work outcomes by developing and implementing standards for the frameworks, policies, and procedures for the Information Technology Program Management Services Section and coordinate with the Quality Team Lead in assisting with quality control tasks per the TDOT Quality Assurance Process with respect to Program Management.

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

Assist Project Teams as part of a matrix organization in developing the project vision for those projects having the highest complexity; define critical goals and intended outcomes for the scope, schedule, budget, and quality in coordination with the Project Manager related to technical portfolio and project priorities, strategic program management, business relationship management, business analysis, innovative technologies, and methodologies; support Project Management staff by writing the Information Technology Scope of Work in collaboration with all project stakeholders; effectively coordinate with other units within TDOT to mitigate issues, proactively assess risk factors, and achieve desired business outcomes.

Lead the Program Management Section in providing exceptional customer service to internal and external customers, exercising effective listening skills, providing prompt responses, maintaining complete and accurate documentation, and communicating effectively.

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 improved performance within Program Management Services.

Remain current on revisions to Information Technology statutory and regulatory requirements, standards, and guidelines related to the project prioritization process, the enterprise product portfolio and roadmap, and communication of projects and priorities to TDOT and quality management components; perform the technologies and methodologies components for identifying and overseeing the development and implementation of statewide and Information Technology projects with a high degree of risk; provide guidance and direction to those responsible for implementation; and assist with risk mitigation.

Remain current on national best practices related to the project prioritization process, the enterprise product portfolio and roadmap, and communication of projects and priorities for TDOT employees and contractors; incorporate research, evaluations, and implementation of emerging technologies; and integrate statutory and regulatory requirements into TDOT's guidance documents, processes, and procedures.

Assist in ensuring the project prioritization process, the enterprise product portfolio and roadmap, and communication of projects and priorities to TDOT work products and services 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
- 6 years of demonstrated competency and professional level experience in any one of the following areas: (1) systematic analysis of overall work processes for business or information systems; or (2) project management; one of the six years must include being a leading team member of a project or project management.

Ideal Candidate

TDOT's Program Manager is strategic and visionary, possessing robust business and tactical acumen. They have a firm grasp of mission-critical business operations, emerging technologies, leadership, and program management. Acting as a leader, strategist, and coach, the position's chief responsibility is to provide strategic and tactical direction, serving as a thought partner, problem-solver, and decision-maker for the team. Intrinsic to the role is the need to maintain strong interpersonal relationships with staff at all levels, not only to be able to identify needs, secure commitments, and monitor the progress of deliverables but also to communicate progress to senior IT and Department leadership to provide recommendations for business process improvements, and advocate for the creation and adoption of new strategic IT capabilities. The Program Manager has the leadership necessary to ensure customer and employee satisfaction and deliver critical business outcomes. They ensure the best incorporation of technology strategies and solutions, identify when and how to integrate them best, and create comfortability and buy-in from the business areas for change.

Application Instructions

Application for the TDOT Program Manager requires completion and submission of the following two items:

1. Letter explaining applicant interest in the position.
2. Résumé that is a maximum of two (2) pages.

The two items should be sent to TDOT.Careers@tn.gov by Monday, November 4, 2024.