

## 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.



### **Statewide Innovative Technical Specialist**

Technical Training

Nashville, TN

\$99,864 annually

#### **Job Overview**

The Statewide Innovative Technical Specialist will support TDOT's technical training program statewide by aligning innovative technology resources with TDOT's strategic performance goals. This position will effectively collaborate with multi-disciplined stakeholders within TDOT to orchestrate a structured approach to identifying, evaluating, prioritizing, and maintaining emerging technologies that empower TDOT staff to grow their skills and elevate their performance.

The Statewide Innovative Technical Specialist will continuously evaluate performance indicators to ensure consistency and increase performance as part of fulfilling TDOT's training objectives for the Bureau of Engineering (BOE). This position requires experience in leveraging innovation to better achieve statewide consistency, scalable learning, and equitable opportunities across the BOE.

#### **Essential Job Responsibilities**

Assist in creating an adaptable technology framework by forecasting and assessing the effectiveness of innovative technologies through enhanced collaboration with TDOT HR, Divisions, Regions, and the TDOT Information Technology Division; ensuring awareness throughout the BOE to ensure engagement statewide; defining requirements for innovative technologies related to performance, security, and user experience; identifying trends and patterns that depict effectiveness; reviewing performance metrics; accounting for potential costs to TDOT; and evaluating technology post-implementation. Conduct follow-up activities that include assessments and check-ins to maximize the effectiveness of innovative technologies as part of project successes. Refine and iterate technologies that do not meet anticipated outcomes and/or program requirements.

Enhance the Technical Training Team by developing, implementing, and maintaining a comprehensive dashboard that allows for the statewide consolidation of existing technology resources through extensive engagement with staff across the BOE and TDOT HR; prioritization of needs based on importance, feasibility, and impact; an evaluation of current deficiencies; and a data-driven, equitable approach to evaluating requests for new technology resources prior to incorporation into TDOT's systems and programs.

Remain current on industry trends, best practices, and technological advancements relevant to training and emerging technologies that optimize performance and

improve the efficiency of the BOE's systems and programs. Routinely collaborate with TDOT Divisions, Regions, and the TDOT Information Technology Division to incorporate acquired knowledge into the development of training materials and the implementation of innovative technologies. Collaborate with industry partners to ensure training content aligns with changing practices, regulations, statutes, specifications, policies, and procedures. Assess potential risk factors to effectively address anticipated challenges. Participate in regional and national working groups, Information Technology conferences, committees, and training opportunities that benefit the professional development of staff within the BOE.

Assist in the management of external partners, together with the Professional Services Division, for the procurement of engineering services to be used in writing manuals and guidance documents as part of successfully implementing innovative technologies and training. Assist with defining critical goals and intended outcomes for the scope, schedule, budget, and quality; manage contract tasks and compliance of deliverables, review consultant invoicing, complete consultant grading, and lead de-briefs with consultants.

Research and identify innovative technologies that drive performance, incorporate best practices, and provide professional growth opportunities for new staff in addition to continuing education and training for existing staff within the BOE.

Provide exceptional customer service to the Bureau of Engineering by serving as a Subject Matter Expert related to innovative technologies and embracing agility in delivering innovative technologies that ensure successful project delivery, maximizing employee engagement through the implementation of continuous improvement initiatives; developing and implementing a communication plan for the implantation of innovative technologies; partnering with Asset Management to understand project goals, industry standards, and opportunities for innovation as part of programmatic projects; addressing concerns from consultants, contractors, suppliers and other stakeholders who affect TDOT's training needs; providing guidance and instructional materials, exercising effective listening skills, providing prompt responses, maintaining complete and accurate documentation, and communicating effectively.

Facilitate training sessions that ensure a dynamic and engaging learning experience, focused on providing technical expertise related to innovative technologies, improving performance; bridging gaps in knowledge, and ensuring an impactful implementation into the planning, design, construction, and maintenance of TDOT's assets.

Ensure the implementation of the BOE Training Workflow and statewide innovative technologies are consistent, predictable, and repeatable by actively participating in partnering efforts across TDOT disciplines, resource agencies, design consultants, and the transportation industry to provide for consistently high levels of achievement and an established track record of success.

### **Qualifications**

- Bachelor's Degree in innovation and technology resources; information technology, operations, and logistics, and supply chain management; business management; engineering; construction management; or related field.
- 8 years of demonstrated competency in occupational safety or a transportation-related field.

OR

- Master's Degree in innovation and technology resources; information technology, operations, and logistics, and supply chain management; business management; engineering; construction management; or related field.
- 7 years of demonstrated competency in occupational safety or a transportation-related field.

### **Ideal Candidate**

The Statewide Innovative Technical Specialist is an essential team member who possesses the unique ability to align innovative technology resources and support TDOT's technical training program statewide. They thrive on fostering collaboration among multi-discipline stakeholders, ensuring that innovative solutions meet operational needs seamlessly. The Statewide Innovative Technical Specialist has a strong foundation in leveraging innovation and facilitating training programs that empower teams to incorporate technologies effectively. The Statewide Innovative Technical Specialist is passionate about continuous improvement and training, and they are dedicated to equipping teams with the skills needed to ensure the technical training program is a success.