

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. TDOT Aeronautics is located near the John C. Tune Airport in Nashville, TN.



Production Support Senior Technical Specialist
Traffic Design Division – Production Support Section
Nashville, TN
\$75,204 annually

Job Overview

The Production Support Senior Technical Specialist will work independently and in a team setting, providing support and expertise to the Production Support Section. This position will assist the Production Support Section with implementing statewide work plans, meeting the Section's strategic vision, and assuring compliance with Federal and State laws and requirements pertaining to Traffic Design. The Production Support Senior Technical Specialist will be involved with overseeing Quality Assurance and Quality Control on the Traffic Design programs and implementation of best practices at HQ and in the Regions. This position will also assist the Production Support Manager and Program Team Lead with the planning and implementation of the Production Support Section performance metrics and plans, schedules, and budgets, development of various technical reports, and assurance of continuity and consistency statewide.

The Production Support Senior Technical Specialist requires collaboration with TDOT Divisions, Project Teams, consultants, contractors, Federal Highway Administration (FHWA), and external stakeholders. This position must effectively articulate technical concepts through training, mentoring, and collaborating as part of a matrix organization. The Senior Technical Specialist will support the accessibility of all Production Support Section deliverables, ensuring that relevant documentation and data are collected and stored to facilitate timely and accurate invoicing, efficient decision-making, and effective project close-outs. This position requires critical thinking skills for problem-solving and making informed decisions that enhance the safety, reliability, performance, sustainability, and efficiency of the Department's transportation system.

Essential Job Responsibilities

Coordinate resources and assist the Production Support Manager and Program Team Lead as the Production Support Subject Matter Expert (SME) in the management of external partners together with the Professional Services Division, including the negotiation of contracts, review of consultant invoicing, development of scopes, management of contract tasks, compliance monitoring, and completion of consultant grading. Take ownership of change, clarify the vision of TDOT Production Support Section's Program goals and metrics, communicate effectively, remain transparent, and hold yourself accountable to develop, maintain, and enhance TDOT's traffic design production and public service standards.

Coordinate with the Program Team Lead to assist the TDOT Technical Training Director in the development and delivery of Traffic Design Production Support and Program training and technical guidance that addresses acquired knowledge, risk management, technical design elements, workflow, and emerging technologies related to transportation to improve team performance, creating a stronger understanding of the transportation industry, inspiring new ideas, and developing skills. Provide mentoring to TDOT staff, consultants, and local agencies with respect to the Production Support Section initiatives. Prepare detailed reports and presentations on Production Support performance, project and financial progress within Traffic-specific programs, serve as a liaison between Program Operations and Project Management for program funding, and technical challenges for leadership and stakeholders. Administer and manage TDOT Production Support Section's database program, software, and assist with website updates.

Provide input with the development of a Consultant Acquisition Plan (CAP) and the oversight of external partners by serving as a resource on selection committees for professional production support and program services as part of the Brooks Act, including assisting with Request for Proposals (RFP) development, attending project-specific marketing meetings, assisting with determining scoring criteria, and information sessions, when applicable, serving as a scorer as part of the consultant acquisition process, and attending de-briefs for consultants where usable feedback must be provided.

Serve as a resource on Project Teams, as part of a matrix organization, in developing the project vision for those projects having the highest complexity; help define Production Support-related critical goals and intended outcomes for the scope, schedule, budget, and quality in coordination with the Project Manager. Support Traffic Design staff by assisting with writing the Production Support and Program Scope of Work in collaboration with other Traffic Design Division Teams, TDOT Roadway, Operations, Maintenance, and Construction. Assist with ensuring that Production Support and Program cost estimates data is accurate and current, proactively assess risk factors, and for Project Teams associated with Alternative Delivery Contracts, forecast the cause and effect of implementing Alternative Technical Concepts (ATCs) related to RFP's, project programming cost, and construction timing.

Provide exceptional customer service to internal and external customers by exercising effective listening skills, providing prompt responses, maintaining complete and accurate documentation, and communicating effectively. Ensure successful strategic partnerships with FHWA and local agencies to implement TDOT's statewide vision.

Assist in ensuring TDOT Production Support deliverables are aligned with TDOT's Quality Management procedures to produce consistently high levels of quality and achievement, mitigate risk to the Department, and establish a track record of success. Integrate all deliverables into the Production Support Section's tracking mechanism to provide project continuity and efficient workflows for internal project stakeholders. Evaluate and approve materials and products for inclusion in the Quality Product List (QPL) to ensure compliance with TDOT standards, enhance traffic design quality, and support the consistent use of reliable and effective materials across statewide projects.

Assist the Production Support Manager, Program Team Lead, and other units within Traffic Design and Operations with developing and implementing revisions of statutes, specifications, standards, policies, procedures, and guidelines related to Traffic Design Production Support needs. Apply multi-modal context-sensitive traffic design production support strategies. May assist other units within TDOT to mitigate program planning, design, constructability, and maintenance concerns as part of the Functional Design Plans development per the Project Delivery Network (PDN); proactively assess risk factors; oversight and review of the Traffic Management Plans (TMPs). Perform investigations and research of Traffic Design Production and Program components. Conduct and/or review complex technical studies/analyses to identify communications needs, opportunities, priorities, and appropriate remedies. Drive innovation to generate safer transportation facilities through technologies and methodologies that enhance traffic design production capabilities. Identify and implement process improvements to increase efficiency, reduce costs, and improve quality. Assist with reviewing department guidelines and project

deployments ensuring the integration of statutory and regulatory requirements into all Production Support elements and tasks.

Serve as the primary liaison between Production Support, Program teams, and regional offices to ensure effective communication and coordination. Collaborate with stakeholders to gather requirements, address challenges, and implement tailored solutions for traffic design production projects. Oversee the integration of production support systems with departmental standards, ensuring compatibility and data integrity. Incorporate stakeholder feedback into project workflows that improve safety and travel reliability. Assist in developing and maintaining stakeholder-driven, multi-jurisdictional plans to improve traffic design production concepts. Establish risk mitigation protocols to ensure network system resilience and reliability.

Remain current on national best practices related to TDOT Production Support and Program guidelines, current Safety Manual and the Manual on Uniform Traffic Control Devices (MUTCD) the American Association of State Highway and Transportation Officials (AASHTO), FHWA, local and state officials, Intelligent Transportation Society (ITS) America, the Transportation Research Board (TRB) National Cooperative Highway Research Program (NCHRP), and other applicable Department standards and procedures. Evaluate and implement innovative production support program planning design trends, including alternative project program delivery methodologies, advancements with connected and automated vehicles, managed and choice lanes, complete streets, mobility-as-a-service (MaaS), mobility-on-demand (MOD), artificial intelligence, and drone technology as potential applications for Traffic Design Production Support and Program safety needs.

Qualifications

- Bachelor's degree
- 3 years of demonstrated competency in developing, designing, or managing transportation projects.

OR

- Master's degree
- 2 years of demonstrated competency in developing, designing, or managing transportation projects.

Ideal Candidate

The Production Support Senior Technical Specialist brings a remarkable blend of technical expertise and knowledge to the team. They are exceptional project team members excelling at collaboration and communication and are proficient at seamlessly engaging with project teams, leadership, and external stakeholders. They take a meticulous approach with each project, ensuring that every aspect of Traffic Design Production and Program work meets the highest quality and complies with Federal and State regulations. The Production Support Senior Technical Specialist brings experience and knowledge and is a proficient problem solver. They have proved capable of overcoming obstacles with innovative solutions, a skill always required when handling multiple state agencies, communication compatibility needs, legacy network sustainability, and similar challenges. They understand that the best outcomes are achieved through collective effort and effective communication.