

## 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.



### **Program Technical Specialist**

Traffic Design Division – Production Support Section, Safety Program  
Nashville, TN  
\$60,600 - \$70,680 annually

#### **Job Overview**

The Program Technical Specialist works in a team setting, providing support and expertise to the Traffic Design Division's Safety Program Team, Project Teams, and the Department. This position will assist the Senior Technical Specialist by providing the Project Teams with technically sound and timely traffic design information to successfully implement TDOT's production support program statewide, integrating quality management and innovation into all traffic design project elements. The Program Technical Specialist operates within a matrix organization and is critical in delivering traffic design services that align with TDOT's strategic and operational goals.

This position collaborates closely with Project Teams, Regions, consultants, contractors, the Federal Highway Administration (FHWA), and other stakeholders, requiring a deep understanding of TDOT policies and procedures, strong technical judgement, and a commitment to continuous improvement and data-driven decision-making. The Program Technical Specialist develops and integrates traffic design scoping, quality assurance practices, and program deliverables into the Project Delivery Network (PDN), while also articulating technical concepts through training, mentoring, and interdepartmental coordination. This position supports the accessibility and accuracy of all Production Support Section deliverables by ensuring proper documentation and data management for timely invoicing, informed decision-making, and efficient project close-outs. Success in this role hinges on critical thinking and problem-solving skills that promote the safety, reliability, performance, sustainability, and efficiency of the Department's transportation system.

#### **Essential Job Responsibilities for the TDOT Technical Specialist 1, 2, and 3 include:**

Assist with interpreting and applying state and federal statutes, regulations, policies, standards, and contracts related to traffic design and infrastructure projects. Assist with analyzing data sets and developing reports, recommendations, and technical summaries for planning, design, and construction. Assist with utilizing software tools and technical equipment to model, design, and analyze project data. Assist with monitoring and managing funding obligations and financial documentation for compliance with federal and state program requirements.

Assist with conducting field site assessments and evaluating new technologies for compliance with TDOT standards and suitability for program use.

Ensure proper documentation of data related to traffic production systems, such as crash locations and traffic volumes. Assist with preparing charts, graphs, and reports for internal and external presentations.

Serve as a resource for Project Teams as part of a matrix organization consistent with the PDN, including research, documentation, and coordination related to traffic design plans and specifications. Remain current with applicable State and Federal Regulations that impact the deliverables developed by the Program Team. Implement discipline-specific policies, procedures, and standards.

Provide exceptional customer service to both internal and external customers by exercising effective listening skills, providing prompt responses, maintaining complete and accurate documentation, and communicating effectively.

Assist in ensuring production support program deliverables are consistent, predictable, and repeatable to provide high levels of achievement, mitigation of risk, and an established track record of success.

**Additional Job Responsibilities for the TDOT Technical Specialist 2 and 3 include:**

Assist in delivering all products and services as required and providing input at all applicable project milestones, including Project Kick-Off, Risk Workshops, Project Scoping Meetings, Field Reviews, Plans, Specifications, and Estimates (PS&E) meetings. Collaborate with project teams to ensure the project schedule includes activities and durations related to Production Support Program processes and procedures, and to avoid, minimize, or mitigate adverse effects due to errors and omissions.

Assist in coordinating with internal teams and external stakeholders, including MPOs, RPOs, local governments, FHWA, and private sector partners to resolve project, programmatic, and contractual issues. Facilitate communication and ensure production support activities align with TDOT's strategic goals. Assist with overseeing the integration of traffic design elements into statewide programs such as the STIP, TIP, and TAMP, focusing on maintaining scope, schedule, and quality across complex projects.

Participate in consultant acquisition, from developing RFPs to managing contracts and evaluating consultant performance. Contribute to infrastructure design through advanced use of database programs, technical software, and CADD technologies to support planning and deliverable needs. Assist with maintaining project momentum by tracking critical milestones and ensuring that deliverables meet quality standards and program requirements.

Assist with maintaining statewide design standards for signals, lighting, ITS, signing, pavement markings, and work zones. Promote innovation by incorporating national best practices and supporting the deployment of Intelligent Transportation Systems (ITS) and advanced traffic management tools. Assist with ensuring consistent, efficient, and safe traffic engineering practices across the Department's transportation network through targeted training and quality management.

Assist in the oversight of external partners by serving on selection committees, including assisting with scope of work development, attending project-specific marketing meetings, assisting with determining scoring criteria, assisting with project 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.

**Additional Job Responsibilities for the TDOT Technical Specialist 3 include:**

Evaluate Traffic Management Plans (TMPs) and provide oversight on Alternative Technical Concepts (ATCs) for alternative delivery contracts. Assist the Production Support Senior Technical Specialist with developing statewide scoping documents, standards, and quality metrics aligned with the PDN. Support the review and development of traffic design standards and policy document updates to ensure alignment with federal regulations and state

statutes. Provide input into stakeholder-driven, multi-jurisdictional traffic design and programming efforts across all project phases.

Ensure the project schedule includes activities and durations related to production support program processes and procedures. Coordinate with external stakeholders, including regulatory agencies, and assist the Project Teams by providing expertise to avoid, minimize, or mitigate adverse effects that cause project programming delays and/or errors.

Assist with ensuring successful strategic partnerships with FHWA and local agencies to effectively implement TDOT's vision statewide.

Coordinate with the Production Support Senior Technical Specialist and the TDOT Technical Training Director and assist in the development and presentation of program training and technical guidance that addresses acquired knowledge, risk management, technical design elements, and emerging technologies related to transportation for the purpose of improving team performance, creating a stronger understanding of the transportation industry, inspiring new ideas, mentoring staff, and developing skills.

Perform quality assurance reviews of materials related to the Production Support Section. Ensure the Section's deliverables align 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 Traffic Design, Traffic Operations, Technical Administration, or other transportation-related area.

#### **TDOT Technical Specialist III**

- Bachelor's Degree
- 2 years of demonstrated competency in Traffic Design, Traffic Operations, Technical Administration, or other transportation-related area.

**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**

The Program Technical Specialist 1, 2, or 3 demonstrates a combination of technical expertise, analytical skills, and effective communication abilities, including technical writing. They are aware of the challenges that come with coordinating with numerous stakeholders and have developed effective techniques to obtain the necessary input and

support to complete transportation projects efficiently. The Program Technical Specialist is highly organized and ensures all information is handled efficiently, promoting efficient workflows and eliminating redundancies.