

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.



ITS Communications Team Lead

Traffic Operations Division – ITS Communications Section
Nashville, TN
\$103,848 annually

Job Overview

The ITS Communications Team Lead will lead, mentor, and train the ITS Communications Team through empowerment, communication, and delegated authority. This position will develop Work Plans that align with the ITS Communications Section's strategic vision, and the TSMO Program Plan to effectively delegate authority and responsibility, while ensuring the availability of resources for the Digital Radio Communications Team to be successful. The ITS Communications Team Lead will coordinate efforts with the Regions and Intelligent Transportation Systems (ITS) stakeholders to identify, plan, deploy and maintain the appropriate communication equipment and programs. This position will develop and maintain a strategic statewide digital radio communication interoperability plan that is stakeholder-driven, multi-jurisdictional, and multi-disciplinary to enhance interoperability across emergency communications statewide.

This position will implement Department policies, discipline-specific technical guidance, procedures, and manuals to lead and assist the ITS Communications Team in producing deliverables and implementing the Quality Assurance Program as part of the Department's Work Program. The ITS Communication Team Lead will recommend changes to operational plans, communications equipment and programs, and lead efforts related to emergency communications, maintenance, and operational service levels. This position will participate in the development and implementation of an ITS Strategic Plan and ensure alignment with the organizational TDOT Strategic Plan, Statewide TIM Strategic Plan, and the TSMO Strategic Plan, including the application of emerging technologies. This position will supervise technical staff and implement performance plans, schedules, and budgets, ensuring expected outcomes, performance, and accountability of each team member. The ITS Communications Team Lead will research national best practices to drive innovation and efficiency within each technical unit of the ITS Communications Team.

Essential Job Responsibilities

Manage resources and staff utilization and assist Project Managers in the management of external partners together with the Professional Services Division,

including training needs, negotiating contracts, reviewing consultant invoicing, developing contract scopes, managing contract tasks, and completing consultant grading.

Establish and ensure that there is a direct relationship between quality and work outcomes by developing and implementing standards for the ITS Communications Team and coordinate with the Quality Team Lead in assisting with quality control tasks as per the TDOT Quality Assurance Process with respect to TDOT's guidance documents, standards, processes, and procedures.

Assist in the development of Consultant Acquisition Plans (CAP) and oversight of external partners by serving on selection committees for professional engineering services as part of the Brooks Act. Provide support in the development of the Request for Proposal (RFP) by attending project-specific marketing meetings, determining scoring criteria, participating in project information sessions, serving as a scorer as part of the consultant acquisition process, and attending de-briefs with consultants.

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

Participate on 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. Support Project Management staff by writing the ITS Communications project design Scope of Work in collaboration with TDOT Environment, TDOT Maintenance, and TDOT Construction; apply context-sensitive design strategies. Assist other units within TDOT to mitigate constructability and maintenance concerns as part of the Functional Design Plans development per the Project Delivery Network (PDN), proactively assess risk factors, and Project Teams associated with Alternative Delivery Contracts. Forecast the cause and effect of implementing Alternative Technical Concepts related to the Request for Proposal (RFPs), project cost, and construction timing.

Lead the ITS Communications Team in providing 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.

Guide the development and implementation of revisions of specifications, standards, policies, procedures, and guidelines related to emergency digital radio communications. Perform investigations and research of ITS Communications components for complex projects having the highest degree of risk. 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 interoperable emergency communications technology. Assist with the review of department guidelines and project deployments ensuring the integration of statutory and regulatory requirements into all ITS Communications elements and tasks.

Remain current on national best practices related to TDOT ITS communication guidelines, Federal Communications Commission (FCC), American Association of State Highway and Transportation Officials (AASHTO), Federal Highway Administration (FHWA), local and state officials, ITS America, Transportation Research Board (TRB) National Cooperative Highway Research Program (NCHRP), and other applicable Department standards and procedures.

Provide oversight in the development of ITS Communications deliverables to ensure they are predictable and repeatable, providing consistently high levels of achievement, mitigation of risk, and an established track record of success.

Qualifications

- Bachelor's degree in traffic, civil, transportation engineering or related field.
- 5 years of demonstrated competency in transportation engineering, digital communications, or related field.

Ideal Candidate

The ITS Communications Team Lead enhances the operational efficiency of the transportation system. They are natural collaborators working with the Regions and various groups of stakeholders to find innovative ideas and solutions. The ITS Communications Team Lead must ensure that digital radio communication systems and services are operating and running smoothly. They are familiar with emerging technology, changing customer needs and expectations, and have a good understanding of operational plans and communication programs. They quickly come up to speed in various challenges and use their detail-oriented skill set and communication skills to help develop solutions to ensure traffic keeps moving.