

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.



Transportation Systems Management and Operations (TSMO) Manager Traffic Operations Division – Transportation Systems Management and Operations Nashville, TN \$124,800 annually

Job Overview

The Transportation Systems Management and Operations (TSMO) Manager will lead, mentor, and train the TSMO team through empowerment, communication, and delegated authority. This position will develop work plans that align with the TSMO Section's strategic vision and the TSMO Program Plan to effectively delegate authority and responsibility, while ensuring the availability of resources for the TSMO Section to be successful. This position will lead efforts to maximize TSMO across all transportation systems within the state. The TSMO Manager will coordinate efforts with the Regions, Traffic Operations Statewide Transportation Engineer, Freeway Operations Manager, and Intelligent Transportation Systems (ITS) stakeholders to identify and plan the appropriate operations programs and needed training to operate and maintain the transportation system.

This position will assist in the development of department policies, discipline-specific technical guidance, procedures, and manuals and assist the TSMO Section in producing deliverables and implementing the Quality Assurance Program as part of the Department's Work Program. The TSMO Manager will supervise technical staff and will develop performance plans, schedules, and budgets, ensuring expected outcomes, performance, and accountability of each team member. The TSMO Manager will review complex traffic engineering studies and analyses, safety studies, congestion mitigation studies, and other engineering and technical studies/analyses to identify operational needs and provide traffic operations data-driven decisions that improve safety, reduce congestion, and improve reliability. 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 Program Plan, including the application of emerging technologies that support TSMO safety-related improvements and coordinator travel reliability. The TSMO Manager will research national best practices to drive innovation and efficiency within each technical unit as part of the TSMO Section.

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 negotiating contracts, reviewing consultant invoicing, developing contract scopes, managing contract tasks, and completion of consultant grading.

Establish and ensure that there is a direct relationship between quality and work outcomes by developing and implementing standards for the TSMO Section. Coordinate with the Quality Team Lead in assisting with quality control tasks as per the TDOT Quality Assurance Process with respect to TSMO.

Assist in the development of Consultant Acquisition Plans (CAP) by providing strategic leadership in utilizing consultants for program and project delivery 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), attend project-specific meetings, determining scoring criteria, participating in project information sessions, serving as a scorer as part of the consultant acquisition process, and attending debriefs with consultants.

Develop and provide the required training for internal and consultant staff that ensures consistent, predictable, and repeatable levels of service for both the Highway Response and Transportation Management Center staff.

Manage change, clarifying the vision, taking ownership of the change, communicating effectively, remaining transparent, and holding 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 TSMO project design. Support Project Management staff by writing the TSMO Scope of Work in collaboration with TDOT Environment, TDOT Maintenance, and TDOT Construction; apply context-sensitive design strategies; effectively coordinating with other units within TDOT to mitigate constructability and maintenance concerns as part of the Functional Design Plans development per the Project Delivery Network (PDN), and proactively assess risk factors. Assist 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 TSMO Section 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.

Remain current on national best practices related to TSMO guidelines, 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), National Operations Center of Excellence (NOCOe), and other applicable Department standards and procedures. Incorporate research, evaluations, and implementation of emerging technologies into projects that will improve safety and reliability and reduce congestion. Lead department committees related to TSMO issues regarding maintenance and operations services. Provide quality traffic reliability operations modeling methodologies, specifications, procedures, policies, and techniques. Integrate statutory and regulatory requirements into TDOT's guidance documents, processes, policies, and procedures.

Develop and implement a tracking mechanism in partnership with the TDOT Information Technology Division that ensures the contractual agreements, scope, schedule, budget, and quality of all TSMO projects. Support the delivery of the Department's Work Program while also ensuring compliance with Federal and State traffic operations and regulations. Incorporate a multi-modal approach to all TSMO concepts and initiatives.

Assist in ensuring the TSMO deliverables 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 in engineering or related field
- Licensed Professional Engineer (PE)
- 8 years of demonstrated competency in traffic or transportation engineering related field
- 2 years of demonstrated competency in supervision

Ideal Candidate

The TSMO Manager is a seasoned leader who excels in traffic operational improvements. They are collaborative by nature ensuring seamless coordination among stakeholders, fostering effective communication channels that optimize system performance. The TSMO manager is a technical expert who navigates intricate operational challenges with precision and innovation, to enhance safety, efficiency, and reliability of existing transportation systems. The TSMO Manager technical expertise allows them to handle technical responses from Legislators, other state and federal agencies, and citizen inquires. They are a team player who motivates and inspires others, cultivating a culture of collaboration and continuous improvement.