

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.



IT Business Analyst Advanced

Information Technology Division – Program Management Section

\$67,764 - \$87,912 annually

Nashville, TN

Job Overview

The IT Business Analyst Advanced for the technology training team plays a pivotal role in leading the analysis, documentation, and validation of complex business processes and technology solutions across the Tennessee Department of Transportation (TDOT) for the purposes of training delivery and training program management. Working under the direction of an IT Senior Manager, this position ensures that IT training initiatives are aligned with TDOT's and Information Technology training and strategic goals by transforming business needs into clear, actionable requirements that support enterprise training and delivery.

The Business Analyst Advanced for technology training collaborates with stakeholders, project managers, training communities and leadership to define project scope, functional specifications, business rules, and workflow processes for training projects are outlined for execution. This position contributes to IT project success by facilitating stakeholder communication, validating training with other team members and soliciting customer feedback, and improving organizational efficiency through the application of business analysis and training best practices and standards.

To be successful, the Business Analyst Advanced for technology training must demonstrate strong analytical thinking, problem-solving, communication, and facilitation skills, as well as the ability to process large volumes of information and deliver clear, actionable insights in a fast-paced, collaborative environment.

Essential Job Responsibilities

The Business Analyst Advanced for technology training leads the requirements gathering and documentation process across all phases of the training project lifecycle, facilitating discovery sessions, developing business process models, and documenting functional and non-functional training requirements. They work closely with learning stakeholders to define training project goals, success criteria, and outcomes, ensuring that the resulting technology training solutions meet defined objectives and support long-term training needs.

This role supports change management by clarifying vision, translating business objectives into IT training deliverables, and fostering transparency and ownership throughout the training solution development process, including possible direct training instruction to customers. The Business Analyst Advanced also is responsible

for ensuring quality solutions by developing and validating curriculum, viability of training materials and updating delivery as needed.

In collaboration with IT Senior Manager and their unit peers, the Business Analyst Advanced for technology training contributes to training roadmap planning and training portfolio management of available communications, update, ownership and lifecycle of training deliverables. The position requires continuous engagement with cross-functional teams, including analysts and project managers working on training projects, to manage change requests, assess risk to delivery, and ensure consistent documentation and stakeholder communication.

Business Analyst Advanced are expected to remain current on IT standards, enterprise tools, and government regulations impacting technology upon which they deliver training solutions. They demonstrate and promote the use of structured methodologies and improve processes within the training unit as part of an agile collaborative team.

Qualifications

Education and Experience:

Graduation from an accredited college or university with a bachelor's degree and two years of professional level experience in any one of the following areas: Applications or systems programming, Systematic analysis of overall work processes for business or information systems.

OR

Substitution of the Specific Associate's Degree for the Required Bachelor's Degree: Graduation from an accredited college or university with an associate's degree in computer accounting, computer information systems, computer networking technology, computer technology, web technology or other related field may substitute for the required Bachelor's degree.

Substitution of Experience for the Specific associate's degree: Professional-level experience in any one of the following areas may substitute for the required Associate's degree on a year-for-year basis to a maximum substitution of two years: Applications or systems programming; Systematic analysis of overall work processes for business or information systems.

Substitution of Experience for Education:

Any additional graduate coursework in computer accounting, computer information systems, computer networking technology, computer technology, web technology or other related field may substitute for the required experience on a year-for-year basis to a maximum substitution of one year.

Ideal Candidate

The ideal Business Analyst for training is not a traditional business analyst but one that carries both knowledge of analysis of a need and experience with learning and training. They are a collaborative, analytical thinker who excels in navigating complex organizational environments, understand adult learning models and is agile to adapt to business needs or custom configurations of enterprise tools for which they instruct. They are highly effective at translating business needs into detailed, accurate training

requirements and identifying training solutions to organizational challenges. With excellent communication and facilitation skills, they build trusted relationships across business and within their own technical team and are committed to delivering high-quality results. The ideal candidate would not only be versed in training but also in management of learning communities and is preferred to be well-versed in all the O365 suite. Experience in direct instruction of software is highly preferred for the ideal candidate with a quick ability to learn new products.