

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 Project Manager – Intermediate

Information Technology Division – Project Lifecycle Services - Training Services Unit
\$100,008 annually
Nashville, TN

Job Overview

The IT Project Manager Intermediate position within the IT Training Services unit is responsible for managing moderately complex Technology Training projects from initiation through completion, ensuring alignment with the Tennessee Department of Transportation's (TDOT) strategic objectives and the strategic objectives for IT. This role requires a strong understanding of project management best practices and national industry standards, with a focus on quality, efficiency, and stakeholder engagement within a training program. This position also would benefit from exposure to projects that are related to the delivery of training programs and products and understanding of training in terms of experience with delivery. Both in person and remote as well as adult learning models would be beneficial.

Reporting to an IT Senior Manager, the Project Manager – Intermediate works in close coordination with the manager, business analysts, key stakeholders across TDOT and educational partners. The role contributes to the overall program portfolio for training as well as may be responsible to manage many aspects for an established learning program such as communication planning, metrics collection and visualization as well as conducting direct training services as needed to achieve an end objective.

Success in this role requires excellent communication and coordination skills, the ability to process large volumes of information accurately, and sound critical thinking and independent decision-making capabilities. The Project Manager – Intermediate fosters a collaborative culture and drives successful delivery of IT training initiatives both within IT and across TDOT.

Essential Job Responsibilities

Ensure there is a direct relationship between quality and work outcomes by executing standards for the Training Services Section and coordinating with the manager to ensure that outcomes and deliverables are aligned to the mission, goals and strategic objectives of the unit and IT.

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

Lead training projects as part of a matrix organization in developing the project vision for those training projects having moderate complexity; define critical goals and intended outcomes for the project scope, schedule, budget, and quality; write the Scope of Work in collaboration with all project stakeholders; effectively coordinate with other units within TDOT to mitigate issues, proactively assess risk factors, and achieve desired business outcomes.

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

Remain current on revisions to IT statutory and regulatory requirements, standards, and guideline to prepare training as requested for changes within IT or technology in conjunction with IT units as requested.

Follow industry standards for project management methodologies and best practices. Foster a culture of collaboration, accountability, and continuous improvement within the IT Division.

Assist in ensuring training project management, the training program portfolio and roadmap, and communication of projects and programs are consistent, predictable, and repeatable to provide consistently high levels of achievement, mitigation of risk, and an established track record of success.

Qualifications

Education and Experience: Bachelor's degree and two years of experience in project management, business analysis, or systems/process analysis.

Substitution for Bachelor's degree: Relevant Information Technology Associate's Degree.

OR

An Associate's degree and two years of related Information Technology experience may substitute for the bachelor's degree requirement.

Substitution of Experience for Education: Related IT experience may substitute for the required bachelor's degree on a year-for-year basis to a maximum of four years.

Ideal Candidate

The IT Project Manager Intermediate in the Training Services Unit is a decisive and strategic leader who thrives in a collaborative environment. They are highly adaptable, capable of navigating complex challenges with innovative problem-solving and critical thinking while ensuring they maintain a high degree of visibility in their work. With strong interpersonal skills, they build trust and foster productive relationships across IT and the business. Their proactive mindset allows them to anticipate needs, drive alignment, and maintain momentum on key initiatives. They excel in clear, effective communication, ensuring that project goals, expectations, and progress are well understood by stakeholders. A natural mentor and team player, they inspire confidence, accountability, and a shared commitment to excellence. A strong background of experience in training programs and services, experience with adult learning models and technology tools within the Microsoft 0365 space is highly desired as a compliment to the skills for this position as they need to be prepared to lead training engagements, programs and projects but also actively step into the training role themselves as needed. Exposure to both in person and e-learning in terms of training delivery would be highly beneficial in this candidate.