

Technology Training and Delivery Program Manager – Nashville, TN

The Tennessee Department of Transportation is seeking to expand the IT Division's Technology Training and Delivery group by hiring an additional highly motivated and customer-focused **Technology Training and Delivery Program Manager** to help develop and manage our people, processes and programs in an agile software environment. This team is a fully remote team today, but candidate must be able to commute to downtown Nashville area as needed for customer engagement.

As the Technology Training and Delivery Program Manager for TDOT Technology Training and Delivery, this position will be responsible for creating awareness, building knowledge, experience, and skills with the business to be able to utilize use of current and emerging tools to solve business problems using these new skills in a self-sustaining manner through on-going community support. This position leads the overall mission to provide training for current and emerging technology tools to empower the business customers with new knowledge, skills, and capabilities. This position is a very visible to the entire department and drives a core need to gain technology skills to strive to make work more efficient and effective.

Description:

A central focus for this position is around the Microsoft 0365 platform so it is very important that this position have advanced exposure to these tools and can gain additional skills using them. It is crucial that this position can effectively guide group meetings and conversations in both a remote and in person context as needed and guide unit employees to be empowered to work to deliver effective and engaging information to the business audiences.

Core to this position is the ability to plan strategically the direction and program for training, maintain positive vendor relationships to ensure that training is scheduled for business needed technology and ensure that engagement and communications strategies are in place to drive the program forward and identify potential opportunities for growth. This position will manage 3 employees as part of this position today but is expected to grow within the future potentially.

Minimum Education and Experience Requirements:

Education and Experience: Graduation from an accredited college or university with a bachelor's degree, and six years of professional level experience in any one of the following areas: (1) systematic analysis of overall work processes for business or information systems; or (2) project management; one of the six years must include being a leading team member of a project or project management.

Substitution of Experience for Education: Professional-level experience in any one of the following areas may substitute for the required college degree on a year-for-year basis to a maximum substitution of four years: (1) systematic analysis of overall work processes for business or information systems; (2) project management; one of the six years must include being a leading team member of a project or project management.

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

Substitution of Graduate Coursework for the Required Experience: Any additional graduate coursework in project management, computer information systems, computer networking technology, computer technology or other related field may substitute for the required experience on a year-for-year basis to a maximum substitution of one year. (Thirty-six graduate quarter hours or a master's degree in the above fields is equivalent to one year of experience.) **OR** Four years of experience as a Project Manager-Int with the State of Tennessee.

Responsibilities and Desired Skills:

- Advanced Knowledge and Skills in the Microsoft 365 tools and Power Platform tools (Power BI, Power Automate, Power Apps, SharePoint) desired.
- Experience with change management concepts to lead customers to continue to adapt to change and work to support community building to support change as new technology skills are shared with the organization. Exposure to formal change management frameworks can be beneficial.
- Ability to plan and create a roadmap of activities to support the training group and service offerings and work with staff to create plan tasks to be accomplished in an agile fashion.
- Exposure to agile frameworks such as scrum are helpful as team is presently working in two-week sprints to accomplish task objectives building from a backlog of work.
- Experience with recurring mail sends from Outlook for regular communications and use of shared mailboxes to promote the program.
- Experience with developing partnerships within the business for refining the program and sharing input to operations for overall service improvement where possible.
- Experience with survey creation to assess effectiveness of program and assess information from community.
- Management of internal and external vendor relationships for inclusion of training access and materials for use by the program. Currently training offerings are negotiated with Microsoft each quarter beforehand.
- Work with leadership to understand drivers and goals and create plans around these to meet these objectives.
- Adaptive, customer-focused and engaging in terms of leading meetings and communications with customers and strong ability to lead meetings.
- Experience creating support decks for meeting communications as needed for state program initiatives and custom needs.
- Ability to work with internal enterprise technology services to ensure that feature configurations and capabilities and process are known for tools provided and communicated.
- Lead a champion network and provide opportunities for this community group to be exposed to new features and technologies to support building local support within business divisions to guide other employees as needed.
- Experience guiding employees, creating performance plans and time approval.
- Identify and assess the training needs of the organization through working with HR on core needed technology tools, career areas, consultation with managers and surveys.
- Develop individualized and group training materials or presentations that address specific business needs as needed.
- Develop training manuals that target tangible results for the organization.
- Implement effective and purposeful training methods.
- Utilize information gathered from training and engagement to visualize information to demonstrate effectiveness and impact of the program.
- Periodically seek information from the business at large to develop training schedule and curriculums for each quarter.
- Drive brand, values and philosophy through all training and development activities.

- Effectively communicate with team members, trainers, and management.
- Select and manage resources, including working with both internal employees and training vendors to develop and deliver training.
- Manage the technologies and technical personnel required to develop, manage, and deliver training.
- Keep abreast of training trends, developments, and best practices.
- Work with operational services groups to ensure that training and communications remain in alignment with service offerings.
- Work as a servant leader to empower the training team to accomplish weekly tasks and overall objectives helping to guide them and engage directly in the work to assist when needed.
- Maintain ownership of the Your Tech branding for the training team, the community channels and support and the communications and relationships for the team.

To be considered for this position, please submit a résumé and letter explaining your interest to

TDOT.Careers@tn.gov immediately as this position will close on