

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.



Professional Services Technical Specialist

Professional Services Division – Consultant and Contract Services Section

Nashville, TN

\$61,200 - \$70,680 annually

Job Overview

The Professional Services Technical Specialist will support Contract Managers through consultant prequalification, invoicing, and performance evaluation activities. This position will assist with safeguarding the consistent and effective statewide administration of rules and procedures related to consultant and contract services.

This position is responsible for collaborating with internal stakeholders, including TDOT Finance, TDOT Legal, Regions, and TDOT Divisions, as part of a matrix organization to accomplish the consultant and contract services required to successfully deliver the Department's Work Program. This position must effectively articulate consultant and contract services concepts through training, mentoring, and collaborating as part of a matrix organization.

Essential Job Responsibilities

Essential Job Duties of TDOT Technical Specialist I, II, and III include:

Assist with evaluating consultant prequalification applications, renewals, and modifications for completeness and provide detailed direction to consultants when additional information is required for determining if the minimum work type prequalification requirements have been met.

Assist with updates to the prequalification consultant database, including coordination with ROW prequalified consultants.

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. Foster professional relationships with the Divisions and the Regions to promote accountability and consistency, further partnering relationships, and minimize impacts to program stability.

Assist with coordinating consultant invoices with Contract Managers to ensure invoices are formatted consistently, reviewed within the timeframe allotted to meet the Section's performance metrics, and coordinated for any concerns or questions. Create a transmittal document for TDOT Finance to indicate that an invoice has been reviewed and is approved for payment.

Ensure all deliverables are accomplished in alignment with the Consultant and Contract Services Quality Management Program for the purpose of reducing errors, ensuring consistently high levels of quality and achievement, mitigating risk to the Department, and establishing a track record of success.

Integrate all deliverables into the Consultant and Contract Services Section's applicable tracking mechanism that ensures all applicable workflow items are addressed within the performance metrics established for the Consultant and Contract Service's Section. Assist with implementing records retention policies in compliance with the Records Disposition Authorization (RDA) requirements.

Remain current on applicable federal and state laws pertinent to Consultant and Contract Services, TDOT performance measures, and Records Disposition Authorization (RDA) requirements.

Additional Job Duties for the TDOT Technical Specialist II and III include:

Assist in coordinating with TDOT Finance regarding their review of consultant prequalification applications with respect to administrative requirements, including the evaluation of consultant overhead rates.

Assist with generating qualification and renewal letters. Assist with preparing denial letters after coordinating with TDOT Legal and Finance.

Assist with contract closeouts by monitoring contract terms for Professional Services contracts and coordinating the required contract actions.

Assist in completing the contractual modifications associated with consultant mergers, acquisitions, and name changes. Determine the list of active contracts to be impacted by the merger in preparation of Assignment Agreements, including verification that consultant firms have transferred all professional licensure, professional liability insurance, registration requirements for interim/projected rates and provided signatures, effective dates, and all formal documentation.

Assist with consultant performance evaluations to ensure that both the consultant and TDOT contract managers are aware of the expectations and work performance standards associated with each consultant. Ensure those provisions established for consultant performance evaluations are being carried out, including mandatory feedback to consultants by the contract managers, monitoring consultant grades to determine if thresholds have been reached for which a firm would be placed on suspension from pursuing TDOT projects, implementing requirements for consultants to be re-instated, managing the process for use by consultants wanting to refute scores, and terminating contracts with consultants who are performing below the pre-established threshold.

Additional Job Duties for the TDOT Technical Specialist III include:

Assist in coordinating with the TDOT Technical Training Director and assist in the development and delivery of training and guidance that addresses prequalification requirements, consultant invoicing, performance evaluations, acquired knowledge, roles and responsibilities of evaluators, and emerging technologies for the purpose of improving team performance, creating a stronger understanding of the consultant and contract services processes, inspiring new ideas, and developing skills. Provide mentoring to TDOT staff, consultants, and local agencies with respect to consultant and contract services.

Qualifications

TDOT Technical Specialist I

- Bachelor's Degree in engineering, business, or related field

TDOT Technical Specialist II

- Bachelor's Degree in engineering, business, or related field
- 1 year of demonstrated competency in the procurement and/or administration of transportation engineering contracts.

TDOT Technical Specialist III

- Bachelor's Degree in engineering, business, or related field
- 2 years of demonstrated competency in the procurement and/or administration of transportation engineering contracts.

The Tennessee Department of Transportation reserves the sole right in determining the level of position based on the applicant's work experience, education, skill level, and all other appropriate factors, including business needs. Within 6 months of hire, employees must demonstrate successful mastery of corresponding work competencies and skill blocks of the Technical Specialist Competency Program for the level of worker for which they were hired. If skills and competencies are not met during that period, the employee can be demoted to the level of worker for which he/she is qualified.

Ideal Candidate

This position is a career path series within TDOT. The Professional Services Technical Specialist I, II, or III possesses a diverse range of abilities, from technical to personal skills. Their attention to detail is crucial, and their knowledge of contract-related activities makes them a key resource to the Team. They are natural problem solvers who make informed decisions and are well-versed in all resources to be successful. The Professional Services Technical Specialists II and III excel in collaboration and are exceptional communicators, which allows them to work seamlessly with TDOT Divisions.