

STATE OF MONTANA

JOB DESCRIPTION

Montana state government is an equal opportunity employer. The State shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

Job Title: TMC Supervisor Position Number: 41023

Location: Helena Department: Montana Department of Transportation

Division and Bureau: Asset Strategy, Operations and Maintenance Program/TMSO Bureau

Section and Unit: Transportation Management Center (TMC)

Job Overview:

The Transportation Management Center (TMC) Supervisor is responsible for the program development, implementation, maintenance, administration, and analysis of the travel information program; including all related computer and communications systems. The TMC Supervisor is responsible for operation of the Transportation Management Center, including effective presentation of travel information for the public and MDT. This position is responsible for the program's direction and vision which requires knowledge of the disparate systems associated with the Travel Information Program (RWIS, VMS, RRS), how they currently interact, and how technologies and customer needs are evolving and the impact of those changes on Travel Information Program systems. Develops training programs and provides technical support for the TMC, headquarters and field staff; and is responsible for research and development of related manuals, policies and procedures. The position is required to be readily available for overtime and on-call status during times of severe weather, construction and/or natural disasters. The position reports to the Travel Information Program & Emergency Manager and supervises the permanent and seasonal employees in the Transportation Management Center.

Essential Functions (Major Duties or Responsibilities):

Program Management, System Administration, and Implementation - 40%

- Coordinate with Travel Info Program & Emergency Manager for development of functional design, implementation, and maintenance of systems and software application. Provide technical support and user training for all Travel Information Program related systems.

- Manage individual projects related to the Traveler Information Program including acquisition of new hardware, software, and software rollouts.
- Responsible for creating project teams, maintaining project team communications, creating business cases and other project related documentation. Monitor project time schedules to ensure that work is on schedule by checking contractor and staff progress on a regular basis, and informing the administrator or other interested parties (e.g., MDT ISD) on the status of, and problems (or potential problems) with the project schedule.
- Research new products and technologies and application packages through sources such as manufacturers, current professional literature, consultation with other MDT divisions and other state DOTs, etc. Determine similarities and differences between MDT needs and other applications/available packages and conduct feasibility studies for applications at the MDT Maintenance Division.
- Assist with planning of tasks and identifying resources necessary to develop and improve integration and access to the state's RWIS, Road Reporting, 511, ITS and related systems to develop a dynamic and integrated Transportation Management Center.
- Develop and present Department positions on national transportation Traveler Information related system standards, objectives, funding and policies. Define and promote Department policy positions through meetings and consultations with national FHWA panels, ITS America, the National 511 Committee, the Canada Transportation Board, etc., develop presentations and forums for regional education and feedback; evaluate recommendations of other states; and develop formal reports to present findings and recommendations to interested and involved MDT management and interstate and FHWA representatives.
- Develop, approve, implement, and monitor policies, procedures, and guidelines related to the management and operation of the TMC and related systems.
- Monitor state and national transportation ITS issues, technologies, and systems management theories and strategies to enhance the overall effectiveness of the Traveler Information Program and related systems.
- Establish standards and operational strategies for Road Report System, and other ITS systems to ensure compliance and compatibility with existing state and federal highway standards.
- Oversee the design, operation, and maintenance of travel information databases to ensure the accuracy, security, and accessibility of information.

User Support, Training, Marketing and Outreach - 15%

- Direct the provision of formal training programs for agency staff in Travel Information Program and related system reporting; editing; and operational configurations, functions, and procedures.
- Provide ongoing training, oversight, and technical assistance to TMC staff, field personnel, and other agency personnel in the operation of the road reporting and 511 systems.
- Respond to program inquiries and online information requests from business, media, government, industry, and public representatives to provide accurate and timely

information regarding road information and weather conditions, program services, scheduled activities and projects, and other details.

- Develop and distribute Load and Speed Limit Restriction notices to ensure that all affected parties are informed of restrictions
- Coordinate with the Public Information Office to develop and produce informational and educational materials such as brochures, newsletters, and other publications to provide pertinent, current, and technically accurate information to program constituents, Department staff, and the public. Identify information needs, research existing technical information and literature, consult with technical experts, and coordinate production of informational materials.
- Develop and distribute press releases detailing conditions of roadways to the media and general public. Determine the need for press releases and other notifications based on projected construction and weather conditions.
- Oversee data provided by the National Weather Service and statewide transportation offices, and write, edit, and produce statewide road and construction reports and ongoing updates to provide timely and accurate reports for the knowledge and safety of the public.
- Coordinate the inclusion of homeland security and emergency management information into road reporting and 511 systems to provide access to information affecting the public.
- Conduct outreach and marketing of travel information, 511, and related systems to ensure public awareness of these services and to enhance the image of the Department. Works with transportation awareness entities to develop joint press releases, speaks at various conferences and meetings, and develops and delivers presentations.

Emergency Management Backup and support - 15%

- Support and assist in the emergency management functions carried out by the Travel Information Program & Emergency Manager, and serve as primary backup for the position.
- Supports and assists in the development, maintenance, and training on the department's disaster/emergency standard operations procedure plan (MDT-SOP). Plan for and implement, when necessary, plans to carry out respective functions related to disaster operations and recovery, in both the short-term and long-term to prevent or reduce related health safety issues and property damage. Assists with coordination of emergency preparedness, response, recovery, and mitigation within the Department and with other state and federal agencies.
- Assist in the implementation, training and exercising of the Incident Command System (ICS) and adoption of National Incident Management System (NIMS) into the department.

Supervision - 25%

- Directly supervises TMC staff to achieve program goals and objectives in compliance with federal, state and department personnel rules, regulations, policies and laws. Determines work plans, priorities, procedures, trainings, and staffing needs. Creates and manages

staffing schedules to support 24x7x365 operation. Conducts performance management meetings and evaluations.

Other Duties - 5%

Perform a variety of other duties as assigned by the Travel Information Program & Emergency Manager, Bureau Chief, Operations Manager and Administrator to support ongoing system development, administration, and maintenance goals and objectives.

Supervision

The number of employees supervised is: eight permanent full time/part time. Up to 15 seasonal part time positions.

The position number for each supervised employee is: 98982, 98983, 97333, 97335, 97336, 97341, 97980,

Physical and Environmental Demands:

- Light lifting (less than 10 lbs.)
- Carry light items (papers, books, small parts)
- Remaining seated for extended periods of time, with occasional walking; standing; bending
- Travel within the state to project locations, and out of state travel
- Communicate in writing, in person, and over the phone
- Deal with the public on a regular basis
- Ability to multi-task
- Demands for accuracy in all aspects of work
- Ability to meet inflexible deadlines

Knowledge, Skills and Abilities (Behaviors):

This position requires advanced knowledge of the principles and practices of program administration, communications, public relations, and computers. The position also requires knowledge of technical writing, computer system development and maintenance processes, contract administration, governmental budgeting and accounting, adult education and training methods and techniques, project management, research and analysis methods, and public transportation, safety, and technology issues at the State and federal levels.

The position requires skill in the use of various office software applications (e.g., word processing, database, presentation, etc.); operation and development of specialized computer database systems; written and verbal communication; project management; identifying and assessing public information needs; managing multiple tasks and workflow; project management; responding

appropriately to trouble calls; systematically and methodically isolating problems, either personally correcting problems or coordinating events to correct the problem; communicating well with people of varied technical levels; working with computer systems; working to determine problems and solutions for computer system issues; and explaining complicated data to individuals of varied technical levels.

Minimum Qualifications (Education and Experience):

The required knowledge and skills are typically acquired through a combination of education and experience equivalent to Bachelor’s Degree in Public Administration, Communications, Business, English, Math or a related field.

This position requires a minimum of 2 years of related experience. Experience working in a transportation management center is preferred. This position requires a minimum of 1 year of supervisor or team lead experience.

Certifications, licensure, or other credentials include: n/a

Alternative qualifications include: Any combination of additional related work experience and education equivalent to the minimum qualifications.

Special Requirements:

List any other special required information for this position

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| <input type="checkbox"/> Fingerprint check | <input checked="" type="checkbox"/> Valid driver’s license |
| <input type="checkbox"/> Background check | <input type="checkbox"/> Other; Describe |
| Union Code | Safety Responsibilities |

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.

Signatures

My signature below indicates the statements in the job description are accurate and complete.

Immediate Supervisor	Title	Date
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