

CITY OF CHATTANOOGA

Classification Specification Title: Traffic Management Center Lead

Department: Technology Services

Pay Grade: GS.11

Supervision Received From: Manager Intelligent Cities

FLSA Status: Exempt

Supervisory Responsibility For: None

Established: 2/09/26

Revision Dates: N/A

CLASSIFICATION SUMMARY:

Incumbents in this classification are the operational architect and senior technical authority for the City of Chattanooga's transportation network. The Traffic Management Center Lead is responsible for orchestrating the systems and protocols that ensure the safe movement of citizens through Chattanooga's complex topography of ridges, river crossings, and interstates. This role provides high-level oversight of real-time traffic operations while spearheading the strategic development of the Traffic Management Center's (TMC) capabilities, protocols, and technical infrastructure, and is an initial point of contact for all city, county, and state agency personnel, as well as external stakeholders.

SERIES LEVEL:

The Traffic Management Center Lead is the second level of a two-level information technology traffic management series.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Draft, review, and refine the Traffic Management Center's SOGs and emergency response playbooks. Ensure protocols remain compliant with NIMS and MUTCD standards. Assist the Manager, Intelligent Cities in ensuring adherence to the TMC policies and procedures.

Maintain all TMC Standard Operating Guidelines (SOGs) and safety protocols for traffic management, keeping these guidelines up to date on a quarterly basis at minimum.

Design and deliver comprehensive training modules for Traffic Management Center staff and partners.

Act as the primary mentor for Traffic Management Center Coordinators, ensuring consistency in incident management and system operation.

Assist in the development of long-term roadmaps for ITS deployment, including the integration of AI-driven traffic analytics and connected vehicle (V2X) infrastructure.

Develop and track Key Performance Indicators (KPIs) for the TMC operations, such as incident clearance times and data accuracy rates, to drive continuous improvement.

Coordinate ITS field device repair and maintenance activities with internal departments and external contractors.

Assist in developing and maintaining the inventory database for all deployed equipment to ensure resource readiness and accurate lifecycle tracking.

Actively monitor the Advanced Traffic Management System (ATMS), CCTV feeds, DMS boards and sensor data to detect traffic flow disruptions, incidents, hazardous road conditions, and rail-crossing delays.

Serve as the primary point of contact during traffic incidents; coordinate rapid response strategies with the Chattanooga Police Department (CPD), Fire Department (CFD), and TDOT SmartWay operators to clear lanes and restore flow.

Assist in implementing pre-approved signal timing modifications or "flush plans" to relieve congestion caused by unexpected incidents or special events (e.g., Ironman, Riverbend, major conventions).

Maintain a live communication loop with 911 dispatch, public works crews, and transit (CARTA) to disseminate critical road status updates.

Manage the distribution of traveler information via Dynamic Message Signs (DMS), social media platforms, and 511 data streams to warn motorists of delays.

Review automated traffic data logs for accuracy; tag and categorize incidents correctly to ensure the Manager, Intelligent Cities has clean data for post-incident analysis.

Coordinate school timing adjustments at the beginning of the school year and actively monitor the functionality of the associated traffic control/timing systems.

Uses, carries, and answers their cell phone for business purposes as determined by the assigned job duties and the department head.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor's degree in Information Technology, Computer Science, Engineering, Transportation Planning, or a related field with a minimum of four (4) years of experience in a dispatch center, command center operations, or a related field involving real-time monitoring and high-stakes decision-making; or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS:

Valid Driver's License

Certification in FEMA National Incident Management System (NIMS) basic courses (e.g., ICS-100, IS-700) preferred.

Project Management Professional (PMP)® or CompTIA Project+ preferred.

Intelligent Transportation Systems (ITS) Professional Certification preferred.

IMSAs Traffic Signal Technician Level 2 or higher preferred.

Relevant training and/or certification specific to Tennessee Department of Transportation (TDOT) or regional Intelligent Transportation Systems (ITS) preferred.

CompTIA A+, CompTIA Security+, and/or CompTIA Network+ preferred.

KNOWLEDGE AND SKILLS:

Knowledge of the backend architecture of ITS networks and how field hardware integrates with cloud-based software. Knowledge of the Manual on Uniform Traffic Control Devices (MUTCD) regarding temporary traffic control and National Incident Management System (NIMS) protocols. Knowledge of Chattanooga's roadway network, including key pinch points (e.g., the Ridge Cut, tunnels, bridges) and diversion routes.

Ability to remotely access and manage network-connected field devices and hardware through centralized interfaces. Ability to maintain real-time logs and incident databases to ensure information is timely, complete, and audit-ready. Ability to rapidly assess, prioritize, and manage multiple critical tasks simultaneously during emergency events or high-pressure incidents. Ability to synthesize complex information into clear, concise alerts and notifications for public-facing communication platforms. Ability to comprehend and strictly follow Standard Operating Guidelines (SOGs), compliance mandates, and emergency response protocols.

Skill in writing clear, enforceable technical protocols and operational procedures. Skill in identifying technical malfunctions and initiating the work-order process for rapid equipment repair within a mission-critical environment. Skill in managing synchronized activities and organizational resources during periods of heightened activity or critical system interruptions.

PHYSICAL DEMANDS:

Positions in this class typically require climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions.

WORK ENVIRONMENT:

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.