BCGEU POSITION DESCRIPTION

POSITION TITLE: Testing Administrator

JOB NUMBER: 286

REPORTS TO: Senior Assessment Coordinator & Scheduler

DEPARTMENT: Assessment & Testing Services

DATE CREATED:

JOB CLASS: 8

DATE REVISED: February 2021

PRIMARY FUNCTION

The Testing Administrator (TA) is responsible for the administration, security and integrity of all internal KPU and external corporate testing, exams and assessments, ensuring compliance with national standards, legal and university policies. The TA works closely with stakeholders across the institution to create a barrier free exam experience for students with specific needs. The TA also works collaboratively with external support agencies on technical support for assistive technology needs. As the front line contact, the TA acknowledges and understands the risk factors related to exam integrity and the human rights duty to accommodate as it relates to the support of students, clients, the reputation of KPU and the department.

JOB DUTIES AND TASKS

1. Coordinates and administers all KPU internal exams remotely and on campus. This includes, but is not limited to, all exams and assessments related to university admissions, course placements, typing tests, accessibility and make-up exams.

2. Coordinates and administers high-stakes exams for external individuals, corporate client groups, and other post-secondary institutions. This includes, but is not limited to English proficiency exams for citizenship, upgrading or recertification exams for employment, and academic exams for distance education students. Supports client requests for specific accommodations.

3. Provides proactive technical and administrative second tier support for KPU students, faculty, and staff, recognizing the unique circumstances of each query as it relates to KPU courses, accessibility supports, and faculty exam requirements. Troubleshoot computer hardware and software issues for multiple unique exams and multiple students concurrently.

4. Provides proactive tier-one and two support for corporate clients, distance education students from other institutions, and coordinators from external agencies, respecting the unique contract requirements for each client. Troubleshoot computer hardware and software issues complying with contractual requirements for each unique client exam.

5. Collaborates with ATS Support Assistant on all tier-one student support inquiries, escalated to ensure a consistent response on exam booking and schedules, registration trouble shooting, accessibility supports, remote technical assistance, exam procedures and policies.

6. Provides second tier support for remote Moodle exams, working with students to ensure technical requirements for upcoming exams are in place, setting up student access, issuing passwords and securing privacy agreements. Escalates to Teaching & Learning as needed for tier three LMS support.

7. Proactively uploads applicable exams into Moodle, liaising with Teaching & Learning to ensure class lists are uploaded.

8. Regularly updates, enhances design, settings and online integrations for student tests, question and answer banks in Moodle.

9. Continually collaborates with ATS Support Assistant to ensure department procedures manual, external exam procedures and all software user documentation is current and accurate.

10. Liaises with Accessibility Services department to establish and organize exam accommodations for students. Coordinates accessibility exam details with faculty and student, ensuring mutual understanding of schedules, accommodations and required technology for each exam booking. Books exam space, proctor and technology based on accommodation need; provides support when required.

11. Maintains knowledge and current training on assistive/adaptive technology and software. Trains Invigilators and students on the equipment or software.

12. Understands and is able to employ web cam technology in a safe and secure manner to support students both remotely and on campus.

13. Coordinates scheduling of on-call auxiliary invigilators with Senior Assessment Coordinator & Scheduler. Provides supervision and training to on-call auxiliary invigilators on current policies, procedures and relevant accessibility information pertaining to the exam they are invigilating.

14. Receives and secures all incoming testing materials, received by email, secure web platforms, KPU exam registration system, or downloaded from specific unique sources, expediting late materials to support student or client exam schedule. Receives and secures external client computer equipment, and arranges for secure return courier of all materials and equipment when exam is complete,

15. Delivers presentation of test centre policies and exam instructions to internal and external examinees.

16. Proactively maintains knowledge of national and institutional best practices for exam integrity through various national and provincial testing association memberships and training sources.

17. Proactively maintains current knowledge of testing procedures and recertifies for unique exams annually in response to contractual obligations. Administers multiple and unique tests concurrently.

18. Monitors and enforces exam integrity and test center security. Addresses and reports incidences of misconduct, cheating, plagiarism or theft to Manager and/or client per applicable policies or client contract/manifest. Monitors remote student access in LMS, adding, suspending or deleting to prevent fraudulent exam access.

19. Responsible for checking and verifying identification, preventing fraudulent misrepresentation of test takers, recognizing and understanding the risk to KPU.

20. Ensures the secure and safe return of all completed KPU exams to faculty, and sends placement testing results to applicable stakeholders.

21. Responsible for accurate data entry of Admissions or placement test scores into student record ERP system.

22. Responsible for compiling accurate reports of test results for ACP faculty, and Office of the Registrar, for Admission or placement purposes. Respond to assessment inquiries.

23. Establishes and maintains secure archive of student testing results on a per term basis.

24. Monitors and reviews data in the exam registration system, ensuring booking information and electronic receipts are accurately applied to student and/or client accounts and all refunds are verified and submitted for reconciliation. Compiles accurate reports and sends to Manager as requested.

25. Manages and provides clear instruction to large exam groups, recognizing their unique and diverse contractual obligations. Identify and enter specific or unique exam instructions into registration system in preparation for exam.

26. Responsible for maintaining a calm and positive testing environment focusing on excellence in supporting students both on campus or remotely.

27. Responsible for adhering to all contractual arrangements for unique client exams, insuring a calm, positive, and secure testing environment.

28. Recognizes and identifies supports needed to ensure the safety and wellbeing of vulnerable sector examinees such as those where English is a second language or those with access concerns.

29. Gathers, maintains and provides statistical reports to the Manager, Assessment & Testing Services on various exams, schedules, procedures and initiatives.

30. Participates in KPU events such as, but not limited to, Open House, Orientation, and First Year Friday. Represents the department and informs attendees of the various Assessment & Testing supports and services available.

31. Maintains inventory of test materials, both paper and online licensing, and reports shortages for ordering to Senior Scheduler & Coordinator.

32. Monitors exam schedules on all campus locations, assists Senior Scheduler & Coordinator with proctor schedules as needed.

33. Contributes to and promotes a safe, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.

SUPERVISION RECEIVED:
Reports to Senior Assessment Coordinator & Scheduler.

SUPERVISION/DIRECTION EXERCISED:
- Supervises on-call auxiliary invigilators when in testing centre and proctoring exams.
- Provides orientation and training to new invigilators and updates on procedural changes for each unique exam.
- Independently supervises large groups of student and/or external client test takers

PHYSICAL ASSETS/INFORMATION MANAGEMENT:
- Set up and maintain secure confidential archives of student test results for Admissions or placement, in compliance with Policy AR3, Confidentiality of Student Records/Files Policy, and the Freedom of Information and Protection of Privacy Act.
- Retrieve and enter time sensitive test results into ERP system.
- Responsible for the security of all exam materials and equipment.
- Maintain secure file of on-line login passwords for external testing agencies.
- Set and maintain access to LMS for student exams to ensure confidentiality, exam integrity and security.
- Verify personal identification documents of all test takers.

FINANCIAL RESOURCES:
- Secure paid receipt from examinees; responsible for verification.
- Reconcile refunds and enter relevant supporting documentation into the registration system. Submit all to Manager for financial revenue reporting.

The above statements reflect the general details considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

EMPLOYER REQUIRED KNOWLEDGE SKILLS AND ABILITIES
- Advanced knowledge of post-secondary institution exam administration and invigilation.

- Advanced knowledge of integrated administrative technologies including MS Word, MS Excel, MS Outlook, MS Access (or other database software), SharePoint, Moodle (or other LMS), Big Blue Button (or other video conferencing tools), email, booking or registration systems and internet browsers.

- Working knowledge of ERP systems maintaining student records and financial data.

- Knowledge of PC hardware and basic system configurations to be able to set up computer equipment and provide tier two support.

- Working knowledge of University admission deadlines and activities associated with Admission's testing schedules.

- Comfortable learning multiple testing software setup and configurations, maintaining current knowledge and annual recertification to provide second tier support.

- Familiarity with exam registration or scheduling software and OneNote is an asset.

- Skilled with organization and prioritizing; able to meet continually changing priorities while working on multiple tasks, with multiple stakeholders and software simultaneously.

- Understands and is able to use marking keys and related computerized tools to score tests.

- Comfortable with high levels of growth and change, working with team to design and implement new procedures and policies as departmental needs evolve and grow.

- Excellent interpersonal skills with ability to work dynamically within a team of diverse individuals.

- Able to liaise and communicate effectively and diplomatically with a wide variety of internal and external stakeholders.

- Proven ability to successfully recognize and analyze problems, mitigate and implement solutions. Excellent follow up skills.

- Excellent customer service; able to address and resolve sensitive situations with diplomacy, tact and discretion while respecting departmental policies and procedures for their unique exam.

- Able to exercise a high level of initiative and responsibility, working independently, exercising good judgment to successfully meet deadlines.

- Intercampus travel is required; possession of a valid driver's license and access to a vehicle is preferred.
- Willing and able to secure an annual criminal records check.

EMPLOYER REQUIRED EDUCATION & EXPERIENCE
- Completion of a diploma or degree from an accredited post-secondary institution.
- Minimum three years' administrative experience in a post-secondary environment demonstrating progressive increases in responsibility.
- Experience with administering and invigilating exams in a post-secondary institution or high-stakes environment.
- Or an equivalent combination of education and experience.

Knowledge Skills & Abilities revised: March 2021