**TITLE:**                                    Testing Technician II

**SUPERVISOR:**                Director of Testing

**JOB OBJECTIVES:**To understand and have the ability to execute all duties associated with the successful operation of a                                                     Testing Center.

 Apply Here: <https://tbr.csod.com/ats/careersite/JobDetails.aspx?site=8&id=2953>

**ESSENTIAL JOB FUNCTIONS:**

A.       Proctors online and conventional pen/paper tests.

B.       Updates and maintains an appropriate manual of test procedure guidelines and passwords for main and extended campuses.

C.       Interprets placement test results for individuals and appropriate departments.

D.       Maintains security and accountability of tests.

E.       Monitors examinees to ensure a secure and quiet test environment.

F.       Handles and reports irregularities to supervisor.

G.      Communicates necessary testing guidelines and information to examinees.

H.       Serves as liaison between the Distance Education office and the Testing Center.

I.         Serves as liaison between the extended campuses and main campus Testing Center.

J.        Serves as liaison between the Access Services department and Testing Center.

K.       Maintains an effective working relationship with the public and other employees.

L.        Coordinates, collects, and distributes web/video test materials to the main campus plus the extended campuses.

M.      Receives and corresponds to inquiries concerning proctoring services for TN eCampus the Tennessee Board of Regents Online Degree Program.  Serves as the campus-wide TN eCampus Testing contact.

N.       Enters Accuplacer scores into the internal management system called Banner.

O.      Operates under the guidelines of equal opportunity affirmative action, and the Americans with Disability ACT.

P.       Customer Service including phone, email, data entry and front desk support.

Q.      Complies with Faculty/Staff handbook and the Tennessee Board of Regents’ policies and guidelines.

R.       Assists in training of new employees.

S.       Has skills and ability to assume a supervisory role in the absence of the Director

T.       Oversees specific clerical office routines.

U.       Performs other duties as required.

**JOB STANDARDS:**

A.       High school diploma or educational equivalent required

B.       One year of work experience in clerical field required

C.       One and one half years of experience in testing services preferred

D.       Position is a modified schedule

**JOB LOCATION:**The primary job location is Nashville State’s White Bridge Road campus.  Occasional travel may be required.

**CRITICAL SKILLS/EXPERTISE:**

 Has knowledge of and adheres to the mission, goals, objectives, policies, and procedures of the Testing Center.

Ability to establish and maintain effective working relationships with faculty, staff, students, and the public.

Ability to evaluate situations, make decisions, and work effectively as a team member.

Ability to give and accept supervision.

**Nashville State is an EEO/AA/Title VI/Title IX/Section 504/ADA/ADEA Employer**