

Testing Technician II

Nashville State Community College

Apply Here: <https://tbr.csod.com/ats/careersite/JobDetails.aspx?site=8&id=1097>

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.

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 main campus. Occasional travel may be required.

EQUIPMENT: Use of computer equipment, telephone and other standard office equipment is 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.