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## **TESTING TECHNICIAN**

### **DEFINITION**

Under general supervision, coordinates scheduling and administration of assessment and testing sessions by registering students, setting up laboratories, preparing assessment and test materials, and proctoring assessments and tests; sorts and scores tests and enters assessment and test data in student information systems; provides information and assistance to students and faculty; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned supervisory and managerial staff. Exercises no supervision of staff.

### **CLASS CHARACTERISTICS**

This is a journey-level class responsible for coordinating assessment and testing sessions to ensure placement of students to proper courses. Positions perform the full range of duties assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

### **EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)**

- Schedules students for program placement testing; assists students with registration issues.
- Prepares for assessment and testing sessions by checking appointment database, printing attendance roster, setting up laboratories, and gathering assessment and testing materials.
- Registers students and resolves registration problems; proctors tests, troubleshoots technical issues, and explains instructions.
- Sorts and scores assessments and tests in accordance with District policies, procedures, and curriculum requirements.
- Reviews and assesses transcripts to recommend appropriate placement tests and/or classes.
- Inputs assessment and test results into student information database; processes requests for score transfers and releases; ensures accuracy and confidentiality of the data; maintains, updates, and releases records and data in accordance with federal and state guidelines for reporting purposes.
- Processes requests for remote proctoring of tests.
- Performs a variety of office support and customer service duties such as answering a variety of questions and responding to complaints; providing information regarding assessment and testing sessions; explaining program requirements, policies, procedures, and testing questions according to established guidelines or by referring the customer to the appropriate source; processing and maintaining timesheets; attending meetings; and ordering and maintaining office and other related supplies.
- Coordinates with the outreach department for high school testing at various community locations.
- Learns and applies emerging technologies related to the area of assignment.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Principles, practices, and technologies used in the administration of assessments and tests.
- Proper techniques involved in evaluating transcripts.
- Record keeping principles and procedures.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Modern office practices, methods, and computer equipment and software relevant to work performed.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

### **Ability to:**

- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Schedule, administer, and score a variety of assessments and tests to students to assess skills.
- Determine placement test based on supporting documentation.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

### **Education and Experience:**

*Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to completion of the twelfth (12<sup>th</sup>) grade and three (3) years of increasingly responsible and varied administrative and office support experience, preferably in a testing, assessment, or similar setting.

### **Licenses and Certifications:**

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

## **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 15 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

### **ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

**Salary Grade:** C1-45

**FLSA:** Non-Exempt

**EEO Code:** H-50

**Board Approved:** April 2021