

**Testing and Assessment Technician - Support V**  
**New Hanover County Schools**

**Job Description**

**Class: Classified**

**Dept: Testing and Accountability**

**TITLE: Testing and Assessment Technician-Support V**

**QUALIFICATIONS:**

1. High school degree required; Associate's degree or equivalent experience in a testing environment preferred.
2. Extensive, broad experience in an office environment with responsibility for a large variety of complex duties including computer-related tasks.
3. Two years of increasingly responsible technical, analytical, and software support.
4. Strong communication, computer and organizational skills.

**REPORTS TO:** Director of Testing and Accountability

**JOB GOAL:** Provide technical support and professional development for the Online Formative Assessment System to all New Hanover County School administrators and curriculum leads; generate formative assessment data reports for analysis and provide testing support to all New Hanover Schools.

**ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:**

1. Follow all rules, policies and procedures of New Hanover County Schools, along with state and federal regulations relating to testing.
2. Maintain strict confidentiality for all personnel data.
3. Maintain the district and state-mandated work-order request database for the state-adopted formative assessment system and provide technical support to administrators, curriculum leads and teachers.
4. Serve as the district contact for the state formative assessment system; attend quarterly state-sponsored professional development updates, and provide monthly professional development for end users utilizing multiple media sources.
5. Develop and prepare customized formative and summative assessment reports utilizing both computer-based and online management systems.
6. Assist with accurately receiving, sorting and distributing materials for all local, state and federal assessments.

7. Use state adopted software and web-based programs to precode student answer documents; register students for online assessments; scan and check student assessment data; and review data files to identify errors and make corrections.
8. Compile data from the Testing Department for distribution to the schools, administrators, the Board of Education and the public.
9. Perform other duties and responsibilities as requested by the Director of Testing and Accountability.

*The above statements describe the general nature and level of work being performed by individuals assigned to this job. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so employed.*

**Terms of Employment:** Twelve month work year/At Will/FLSA Non-Exempt

**Starting Salary and/or Grade:** Grade 64

**Evaluation:** Performance of this job will be evaluated in accordance with provisions of the Board and local policy on evaluation of personnel.

**Knowledge, Skills and Abilities:**

- Establish and maintain cooperative working relationship; demonstrate the ability to work independently or to collaborate with any number of personnel required to accomplish an assigned task while maintaining effective working relationships as necessitated by work assignments.
- Ability to troubleshoot computer problems to determine if the problem is hardware/software related or an end-user training need.
- Ability to provide “just-in-time” training for end users.
- Provide differentiated technical support for non-technical staff.
- Design and develop professional development modules in multiple formats: print-based, computer and web-based.
- Functional knowledge of computers and all aspects of the Microsoft Office Professional software programs, multiple online management systems; NC State Testing software/hardware systems and web-authoring programs.
- Demonstrate strong organizational skills, the ability to manage multiple tasks with a high degree of accuracy and efficiency.
- Understand basic knowledge of testing practices and procedures.
- Demonstrate the physical ability (able to exert up to 30 pounds of force) and dexterity to perform the duties and responsibilities of the job.