



Exam Administrator (Permanent, Full Time)

ABOUT THE POSITION

If you are a strong team player who is eager to work in a challenging and fast-paced department, this is a great opportunity for you!

Join ITA and be part of a highly engaged organization that is named one of BC's Top Employers and certified Great Place to Work!



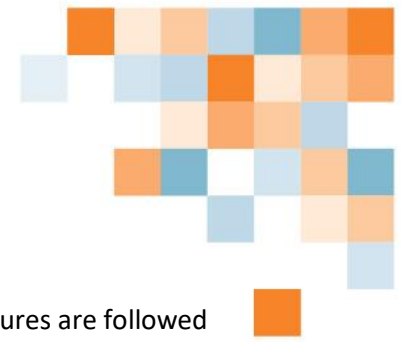
The Exam Administrator is responsible for the day-to-day administration of examinations and assessments. This role manages incoming exam related queries and requests from training providers and provides external stakeholder support to our invigilation partners.

Submit your cover letter and resume by email before the closing date listed on our careers page to HumanResources@itabc.ca.

RESPONSIBILITIES/ACCOUNTABILITIES

Examination and Assessment Administration and Quality Assurance:

- Responsible for individual and group examination and assessment scheduling, verifying eligibility and following up for further information when required
- Prepare and arrange examination materials for apprentices writing out of province
- Mark examinations and perform initial quality assurance review of results. Resolve first level anomalies and escalate content concerns to Program Standards
- Record technical training results received from training providers
- Distribute examination results to internal and external contacts
- Ensure electronic and physical examination materials are stored securely.
- Activate and deactivate versions of exams as directed by Program Standards
- Distribute scheduling data to external contractors for printing and shipment of examination materials for invigilators
- Prepare confidential examination materials for pick up and review materials upon return and forward Feedback Forms to the Program Standards Managers
- Maintain the security of test materials in accordance with internal and Red Seal operating policies and procedures
- Track unique requests and escalations



Stakeholder Support:

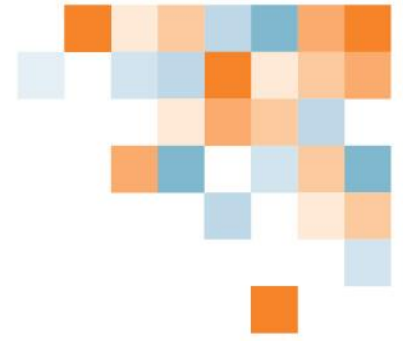
- Provide exam day support to invigilators to ensure exam processes and procedures are followed
- Respond to questions from training provider partners relating to the general coordination of exam events
- Follow up with training providers on technical training verifications for individual apprentices and other training result discrepancies
- Develop and implement plans for large exam events
- Act as invigilator at training provider sites and ITA office
- Act as backup for other roles within Assessments department
- Act as first tier support to resolve internal and external escalations or tasks

System Support:

- Act as a liaison between Assessment department and Information Technology department to identify potential issues with the systems and offer suggestions for improvements
- Identify and report deficiencies as well as recommend system improvements where possible
- Participate in the planning and feedback to design software tools that meet business requirements.
- Test and implement technical solutions; validate that the final product satisfies the defined requirements.
- Identify and resolve technical system issues directly impacting scheduling and marking examinations
- Perform other related duties and participate in special projects as assigned

EDUCATION/EXPERIENCE

- Intermediate proficiency with MS Office programs: Word, Excel, PowerPoint
- Ability to work independently with minimal supervision as well as the ability to work in a team environment
- Strong ability to adapt to changing priorities
- Previous customer service and data entry experience considered an asset
- Ability to lift up to 25lbs
- Able to effectively deal with a wide audience including internal and external stakeholders in a professional manner
- Strong competencies are required in the following areas:
 - Self-management
 - Initiative
 - Administration with attention to detail
 - Multi-tasking
 - Time management and prioritizing
 - Communication, both written and verbal
 - Problem solving and good judgment
 - Interpersonal skills
 - Conflict resolution



WHO WE ARE

The **Industry Training Authority (ITA)** is a crown agency that is responsible for leading and coordinating the skilled trades training and credentialing system for the province. ITA provides strategic leadership, policy support and customer services to help apprentices, employers and industry. ITA sets program standards, maintains credential records and issues the highly regarded Interprovincial Red Seal and B.C. Certificate of Qualifications (C of Q) credentials.

COMPENSATION AND BENEFITS

Salary Band 3: \$52,530 – \$62,080

The ITA offers a highly competitive benefits package and perks which include:

- Healthy Living Program
- Extensive Extended Health and Dental Plans that are 100% employer paid
- Eligible for pension contributions
- Professional Development Plan

HOW TO APPLY

If this sounds like you, we look forward to hearing from you! Submit your cover letter and resume by email before the closing date listed on our careers page to HumanResources@itabc.ca. All applicants will receive an emailed response confirming receipt of their resume submission.

We kindly ask that applications be sent by email, and we ask for no phone calls and/or in-person applications. Due to a high number of applications the ITA receives, only applicants who are selected for an interview will be contacted.

ITA is committed to providing a healthy and safe environment for all its employees and recruitment candidates. With that, our hiring process will occur in a virtual environment. We sincerely thank all applicants for their interest to join ITA.

ITA currently operates on a hybrid work environment which encompasses working remotely and in-office.

ITA is committed to providing a healthy and safe environment for all its employees and recruitment candidates. The ITA has implemented its Mandatory Vaccination Policy for staff to help prevent the spread of COVID-19. This requirement will be extended those visiting our offices. ITA will continue its obligation to review accommodation requests from staff who are unable to receive the vaccine. We sincerely thank all applicants for their interest to join ITA.