

## Manager, Assessments (Contract, Full Time)

### ABOUT THE POSITION

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 Manager, Assessments is responsible for building and managing a team that administers and grades all ITA exams, and manages the trades qualifier application process. The Manager, Assessment must be highly responsive to internal and external stakeholder needs, overseeing and giving direction for exam administration across the province, ensuring security protocols for provincial and national exams and ensuring integrity of exam and course results. This role also supports internal initiatives towards exam success as well as adherence to national policies and provincially regulated compliance requirements.

This is a temporary, contract position for approximately 18 months and will report to the Director, Program Standards & Assessments.

Please submit your cover letter and resume by email before the closing date listed on our [careers page](#) to [HumanResources@itabc.ca](mailto:HumanResources@itabc.ca).

### RESPONSIBILITIES/ACCOUNTABILITIES

#### MANAGING TEAM:

- Develops and advances a continuous process improvement strategy
- Oversees all aspects of assessment scheduling, delivery, marking and tracking/reporting results, the trade challenge process, and assessor and invigilator training and moderation
- Secures and validates exam venues for monthly and one-off sessions
- Responds to incidents of fraud and exam security violation
- Defines, maintains and implements ITA standards and processes for validations, monitoring and maintenance of assessment tools
- Undertakes multiple projects when assigned, overseeing and participating
- Works with director to develop and manage department budget.

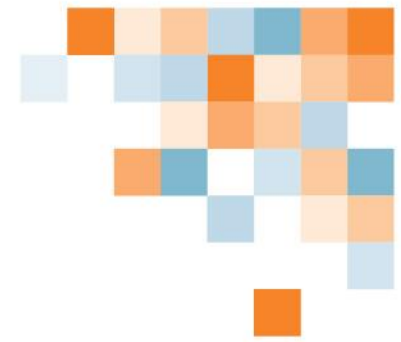
#### STAKEHOLDER ENGAGEMENT:

- Manages escalations and appeals related to administration of written and practical exams
- Manages service agreements and contracts related to ITA examinations, meeting with senior stakeholders regularly
- Reports on assessment status and outcomes
- Works with the Management Leadership Team to implement assessment solutions that meet the needs of industry, apprentices, challengers and training providers

Industry Training Authority  
800-8100 Granville Avenue  
Richmond, BC V6Y 3T6  
[www.itabc.ca](http://www.itabc.ca)

Customer Service  
t 778.328.8700  
tf 1.866.660.6011 (within BC)  
f 778.328.8701

Corporate Office  
t 778.785.2400  
f 778.785.2401



**POLICIES:**

- Ensures integrity of assessment data to support quality assurance, reporting and analysis requirements
- Assess operational viability to support exam accommodation efforts and other internal initiatives
- Manages the security and control procedures for all national and provincial exams and results

**EDUCATION/EXPERIENCE**

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- A Bachelor's Degree in Business Administration or Education or equivalent is preferred; a combination of education and experience will be considered for this position
- 5 years of experience in a senior role within a fast-paced and complex multi-stakeholder environment
- Demonstrated competency in team leadership and project management
- Knowledge and experience in implementing best practices for assessment validation
- 2 years of experience in assessment administration and result management in a post-secondary environment
- Ability to maintain confidentiality, and implement, manage, and follow security protocols
- Demonstrated excellent interpersonal and customer service skills

**WHO WE ARE**

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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.

**VISION**

World class apprenticeship for British Columbians.

**MISSION**

To build the trades that build BC.

To learn more about our organization or to view other current opportunities with our team, please visit <https://www.itabc.ca/about-ita/careers-ita>

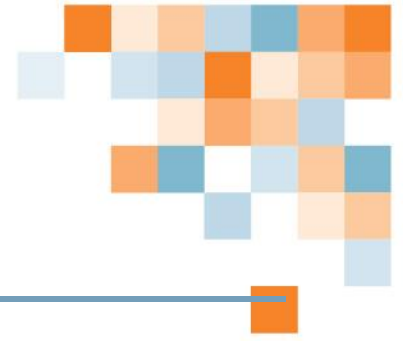
**COMPENSATION AND BENEFITS**

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Salary Band 6: \$94,713 - \$122,569

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

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If this sounds like you, we look forward to hearing from you! Submit your cover letter and resume (**PDF format**) by the closing date on our careers page **by email** to [HumanResources@itabc.ca](mailto:HumanResources@itabc.ca). **Be sure to include your name and the position you are applying for** in the subject line, or your application may not reach the appropriate person.

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

*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. 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.*