

## Support Job Position Description

### Section I: Position information

Effective date	Click or tap to enter a date.	<input type="checkbox"/> Update only	<input type="checkbox"/> Classification review
Position title	Examination Maintenance Administrator		
Position number	A99511		
Classification level	R1		
Position affiliation	<input checked="" type="checkbox"/> AUPE <input type="checkbox"/> Excluded		
Location	Virtual – Alberta (Remote)		
Department	Office of the Registrar		
Reports to	Coordinator, Examination Services		

#### Position summary

Briefly describe the main purpose(s) of the position.

The purpose of this position is to assess and format online and paper-based exams. This includes the inventory maintenance of all exams. Additionally, the incumbent will efficiently assess and process examination requests, effectively address all incoming e-mail, telephone calls pertaining to the Examination Services Unit. The incumbent will serve as a resource person regarding invigilator related inquiries. The incumbent will work closely with AU Academic, Course Development and Course Maintenance staff through the life cycle of the exams. Consistent with the policies of the University and the objectives and priorities of the Office of the Registrar, the incumbent will provide efficient and effective service to AU Academic, AU Professional staff, External partners and AU learners, while ensuring the integrity of the processes related to Examination Services.

#### Duties and responsibilities

Organize by key responsibility area and include % of time spent where possible.

- Proof-read entire exams, exam items, including checking that total marks assigned to questions are correct, that formatting is correctly aligned and compliant with revision numbers and that spelling and notations are not changed.
- Format exams according to template requirements in MuchLearning online exam system
- Ensure student and invigilator instructions are current and are maintained accordingly.
- Create PDF of exam, answer keys and student instructions and send to Course Coordinator for sign off
- Publish exam in MuchLearning online exam system
- Invigilator instructions created and saved on Exams share making them available for staff to attached to exam in MuchLearning
- Maintain exam working copy spreadsheet on MasterX nas share
- Maintain the Exception List
- Distribute Exception List to AU members on regular basis

- Maintain Catalog List spreadsheet which includes versions and revisions of exams in specific online exam systems (MuchLearning, Lyryx, Mobius)
- Maintain exam inventory banner form (SYAEXIN)
- Maintain exams on AS Exam share
- Prepare paper-based exams as required
- Provide a copy of the current exam to Course Coordinator when requested
- Explain system capability to Course Coordinators to assist decision making of online exam options, this could include revising exam numerous times
- Set up AU users in MuchLearning online exam system to specific roles
- Trouble shoot MuchLearning exam issues for AU Staff and students
- Investigate MuchLearning technical issues and consulting with external vendor when necessary
- Monitor student comments from MuchLearning and action exam discrepancies this could involve work with Faculty when required, which usually involves the editing/correction of an exam
- Monitor invigilator comments from MuchLearning and action as required
- Assist Tutor/markers with exam marking questions in MuchLearning
- Monitor closed courses and remove exam from all required locations when no longer students registered
- Assist with training when required
- Monthly Reregistration Math report
- ProctorU Exam Header report
- Compile weekly/monthly exam stats

#### Examination Administration Support:

- Assess and process requests for examinations received from students throughout their life cycle
- Provide student access to exam by entering exam information into appropriate online exam system
- Prepare, assemble and ship out paper-based exams
- Apply the policies and procedures regarding examination services and become an information source, both verbal and written, for students, staff, and external agencies.
- Assist with the resolution of student concerns, problems, or unusual requests by researching the related policy or procedures, and taking appropriate action
- Ensuring the integrity of examinations and exam related information for Athabasca University courses.
- Assist with locating approved invigilator for students or staff members
- Provide general invigilation related information to AU students through email or telephone
- Initial screening of new invigilator requests by students
- Create or update invigilator records in appropriate AU's Student Information System and Online Exam systems once approved by Coordinator Integrity, Conduct, and Invigilation

- Report invigilator issues to the Coordinator Integrity, Conduct, and Invigilation
- Assist with maintaining the accuracy of the on-line invigilation network listing information presented on the University website
- Other duties as assigned by the Assistant Coordinator, Coordinator or Associate Registrar

## Occupational health and safety

### Employees:

Responsible to participate in the AU OHS program as required.

### Supervisors:

Responsible for awareness of one's OHS Responsibilities as an AU employee and supervisor, for participating in the AU OHS Program as required, and for ensuring the participation of employees in the AU OHS Program as required.

See: <https://ohs-pubstore.labour.alberta.ca/li008>

## *Classification factors*

### Context and complexity

- Well-developed oral and written communication skills required to collaborate with Faculty members
- The position requires accurate and timely communication with academic staff, administrative staff, students, invigilators, and outside agency personnel.
- The incumbent is required to work within established regulations, standards, and routines for most aspects of his/her work.
- The incumbent must possess strong research, grammar, and investigative skills
- The incumbent will perform duties independently within established practices and procedures and will work with guidance and supervision when required
- The data and information that the incumbent will encounter daily is confidential
- The functions of the Office of the Registrar in general, and the Examination Service Unit in particular, are complex and subject to change. The incumbent in this position will have to adjust to changes in policy, procedures and standard practices

### Work problems

- The ability to troubleshoot online exam issues, which could include but are not limited to the formatting or exam content errors
- Ensure accuracy of information in exam inventory form in Banner
- Confirm whether there are exams when a new course is opened
- High tolerance of disruptions, exceptional job pressure, ability to manage time and the capability to recognize and set priorities is required
- Knowledge of the Freedom of Information and Protection of Privacy Act (FOIP) and the University Policy on Confidentiality is essential for determining what information can or cannot be released. A variety of request from a variety of clients are frequently encountered.

- The incumbent will be required to listen, investigate, and respond appropriately to a variety of queries in a composed, courteous and professional manner

#### Authority

- Working under minimal supervision in a near virtual environment and following general guidelines, there is the need for independent judgement and decision-making abilities in interpreting and communicating information about services, policy and procedures.
- The incumbent will be responsible for the accuracy and integrity of data entry in several computer software databases.
- Errors in exam development could result in students having an incorrect assessment of their learning and incorrect grades assigned. These errors impact Academic Integrity of the course and its learning outcomes.

#### Contacts and communications

- Daily contact by email or telephone with academic, professional or support staff from various departments of the University.
- Frequent contact with students and external agencies by email or telephone
- A very high degree of confidentiality is required. The incumbent must know what information can or cannot be released under FOIP and related AU policy

#### *Signatures for section I*

Incumbent signature		Date Select a date.
Supervisor signature		Date Select a date.

## Section II: Qualifications

#### Qualifications

Includes education, experience, skills, abilities, and any other special qualifications required. The qualifications relate to the position not the incumbent.

- A two-year post-secondary diploma is required with two years increasingly responsible administrative service. An equivalent combination of education & administrative experience may be considered. Experience in an educational environment would be considered an asset.
- Knowledge of MuchLearning, online exam system would be an asset.
- Knowledge of a computerized student information system (Banner), word, excel, pdf files, snipping tool would be an asset.
- Excellent interpersonal, communication, organizational and time management skills
- Thorough investigative and problem-solving skills

- A high degree of accuracy and attention to detail is required
- Ability to work independently with minimal supervision
- Ability to work effectively under pressure and set own priorities
- Knowledge of the internet and basic information search procedures

*Signatures for sections I and II*

Department Head signature		Date Select a date.
Executive Officer signature		Date Select a date.
Human Resources review		Date Select a date.