

DESERT COMMUNITY COLLEGE DISTRICT

TESTING SERVICES TECHNICIAN

BASIC FUNCTION

Under the direction of the assigned supervisor, provide a wide variety of clerical duties in support of the assigned department or function, maintain and secure the testing site, and proctor tests.

REPRESENTATIVE DUTIES

1. Answer telephones, greet students, staff, faculty and the public, refer to appropriate personnel or departments, establish and maintain positive staff and public relations. *E*
2. Provide reference and resource information for the assigned area, general information regarding the college, District policies and procedures. *E*
3. Explain and assist with the completion of various departmental forms, schedule testing appointments, disseminate information regarding testing, communicate testing schedule to staff and students, assist in organization, preparation and presentation of materials. *E*
4. Monitor and secure testing environment, keeping distractions and interruptions to a minimum, assist in maintaining the testing area and supplies, monitor for proper usage of equipment. *E*
5. Proctor various testing sessions, provide direction and instruction to students. *E*
6. Resolve and troubleshoot problems with testing software, report and refer problems with software and hardware operations. *E*
7. Plan, schedule and perform a wide variety of specialized clerical support duties related to the assigned area. *E*
8. Review documents, records and forms for accuracy, completeness and conformance to applicable rules and regulations, compile and gather data for reports, summarize and tabulate data. *E*
9. Maintain student and department files. *E*
10. Operate a variety of office and lab machines including a computer and wide variety of related software, TV and VCR, cassette player, and calculator. *E*
11. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES

Knowledge Of: Computer software and hardware maintenance; techniques to diagnose basic computer hardware and software problems; modern office practices, procedures and equipment; record-keeping techniques; operation of a computer and applicable software including word processing, spreadsheets and email and data entry techniques; operation of standard office machines and equipment; oral and written communication skills; interpersonal skills using tact, patience and courtesy.

Ability To: Perform clerical and public contact work in support of the assigned area; operate a computer and assigned software including word processing, spreadsheets and email; communicate effectively both orally and in writing; maintain records and prepare reports; maintain supplies and equipment used for testing purposes; learn procedures to be followed in a testing situation; understand and follow oral and written instructions; understand and work within established guidelines and regulations; communicate information to staff and public; prioritize and schedule work; meet schedules and time lines; establish and maintain cooperative and effective working relationships with others; maintain confidentiality of student information; sit or stand for extended periods of time; bend at the waist, kneel or crouch.

EDUCATION AND EXPERIENCE

Any combination equivalent to: graduation from high school and two (2) years of clerical experience in a related office or program involving the operation of a computer and related software.

LICENSES AND OTHER REQUIREMENTS

Valid California driver's license and must have an acceptable driving record and current vehicle insurance meeting State of California requirements.

WORKING CONDITIONS

Environment: Office and lab environment. Constant interruptions. Travel to off-campus sites. Some weekend assignments.

EMPLOYMENT STATUS

Bargaining Unit Position

E: Essential Functions

Approved 12/07

Range 7