

Durham Public Schools Job Description

Research and Accountability Testing Technician

JOB TITLE: Testing Technician

REPORTS TO: Director of Assessments and Accountability

SALARY: Grade 10, District Salary Schedule

STATUS: Permanent, 12 months, Classified, Nonexempt

SUMMARY:

This position supports the Research and Accountability department in areas of testing processes and procedures.

RESPONSIBILITIES & DUTIES:

1. Support the state testing process.
2. Support the local testing process.
3. Manage user permissions and access to various testing platforms and programs.
4. Manage data entry lists providing testing information to and from district staff.
5. Format and upload all required monthly reports to assigned schools.
6. Run all required reports daily during testing windows.
7. Order, account for, and manage the secure receipt and storage of test materials.
8. Ensure that school test coordinators receive, store, and redistribute test booklets, manuals, and other testing materials (using a check in/out process) to test administrators in a secure manner.
9. Count, label and ship test materials to schools.
10. Verify count of tests returned from schools.
11. Manage all field tests (receipts, distributions, and returns).
12. Manage return of materials to DPI as needed.
13. Manage and monitor NCEducation website and other online testing platforms.
14. Provide regular communication and training to Test Coordinators on test security, materials, policies and procedures, administration, and accessing reports.
15. Provide direction and troubleshooting with schools regarding test security, materials, policies and procedures, administration, and accessing reports
16. Develop knowledge and expertise in all state and local assessments.
17. Ensure that student confidentiality is maintained when sharing data (FERPA).
18. Perform other duties as assigned.

MINIMUM EDUCATION, EXPERIENCE AND REQUIREMENTS:

High school diploma or equivalent. Minimum of 3 years of job-related experience. Ability to effectively and efficiently operate Microsoft Office (Word, Excel, PowerPoint, Outlook, Publisher) and Google Suite. Current NC Driver's License, proof of insurance and a good driving record.

KNOWLEDGE, SKILLS, AND ABILITIES

1. Advanced proficiency in Microsoft Excel, including creating and utilizing macros to automate processes, improving efficiency, and enhance data accuracy.
2. Extensive experience working with Student Information Systems (SIS), including Infinite Campus.
3. Working knowledge of file management and productivity enhancement software, including Kutools.
4. Experience with coding and process automation to streamline workflows and increase operational productivity.
5. Strong working knowledge of computers utilizing the Microsoft Windows operating system.
6. Proficient in word processing, spreadsheet, and database management applications.
7. Experience using Google Workspace (Docs, Sheets, Drive), Microsoft OneDrive, and SharePoint for collaboration, document management, and data sharing.
8. Skilled in managing email and calendar systems to coordinate communication and scheduling effectively.
9. Experienced in handling high-volume incoming calls with professionalism, accuracy, and strong customer service skills.
10. Knowledge of student confidentiality laws, including FERPA, with strict adherence to data privacy and compliance standards.
11. Demonstrated ability to complete assignments efficiently, accurately, and with exceptional attention to detail.
12. Proven ability to safeguard sensitive student information and secure confidential testing materials.
13. Strong interpersonal skills with the ability to establish and maintain professional, courteous relationships with school personnel, students, families, and stakeholders.
14. Physically capable of lifting and carrying boxes and materials weighing up to 35 pounds.

PHYSICAL REQUIREMENTS:

The usual and customary methods of performing the job require lifting, carrying, pushing and/or pulling up to 35 pounds; some climbing and balancing; some stooping, kneeling, crouching and/or crawling; and significant fine finger dexterity.

DISCLAIMER:

The statements of the job description are intended to describe the general nature and level of work performed by an employee in this category. The description does not contain an exhaustive list of all responsibilities, duties, skills and other requirements necessary for employees to perform in this position.