JOB DESCRIPTION

Test Center Administrator (TCA)

Organization: Amideast Morocco
Department: Testing Services
Location: Rabat / Casablanca, Morocco
Reports to: Testing Specialist / Testing Manager
Employment type: To be determined based on recruitment needs

1. Position Summary

The Test Center Administrator (TCA) coordinates and administers computer-based, paper-based, and other authorized examinations at Amideast Morocco testing centers in accordance with test-owner requirements and Amideast policies.

The TCA protects test security and confidentiality, ensures operational readiness and compliance, and offers a professional experience for test takers.

The TCA completes all required training and certifications as required by test owners and Amideast.

2. Key Responsibilities

A. Test Administration and Coordination

- Complete required TCA training certifications on a yearly basis.
- Actively monitor/proctor assigned test sessions
- Review schedules, candidate lists, staffing, rooms, equipment, materials, and required documentation in advance or each test administration.
- Verify candidate identity, registration, eligibility, and admission documents; follow and complete required check-in and security procedures.
- Administer examinations using authorized platforms and procedures, including launching, supervising, pausing, and closing sessions.
- Provide candidates with information as requested.
- Maintain accurate and timely attendance records, checklists, and session reports.

B. Test Security and Regulation Compliance

- Follow and enforce all test-owner security, confidentiality, accommodation, and operating requirements.
- Ensure that candidate belongings are stored outside of the test room before being admitted to the test center.
- Ensure that candidate identification is done carefully and in accordance with test owner requirements, including verification of photo against the person and use of a metal detector (wanding).
- Actively monitor test takers through required room walkthroughs and CCTV/DVR observation.

- Ensure that all team members understand and follow applicable examination manuals and procedures.
- Immediately document and report suspected misconduct, irregularities, security breaches, TCA errors, and other incidents to Amideast management and the test owner as required through emails and CPRs.
- Support audits, inspections, quality reviews, and corrective actions.

C. Technical Operations

- Complete pre-session checks of computers, secure browsers, networks, printers, headphones, and testing platforms.
- Resolve basic technical issues and promptly escalate and document unresolved problems through authorized support channels.

D. Proctor Coordination and Supervision

- Assign certified proctors, brief them on each administration, and ensure that required staffing levels are adhered to.
- Coordinate candidate movement, workstation assignments, breaks, and continuous candidate, room, and DVR monitoring.
- Guide proctors, address procedural or performance issues promptly, and assist with authorized training.

E. Candidate Service and Administrative Support

- Provide clear, accurate information about arrival, identification, procedures, and testing conditions; refer registration, payment, cancellation, and rescheduling matters to the appropriate team.
- Maintain secure, accurate records of sessions, attendance, incidents, results, and certificates through approved channels.
- Prepare operational reports and contribute to service improvements.

3. Qualifications and Experience

Required

- Bachelor's degree or equivalent relevant experience, consistent with Amideast recruitment requirements.
- Good written and spoken English and Arabic.
- Strong computer skills, including Microsoft Office and basic Windows troubleshooting.
- Strong organization, communication, customer service, and attention to detail.
- Demonstrated integrity, reliability, confidentiality, sound judgment, and ability to follow detailed procedures under pressure.
- Availability to work flexible hours, including evenings and weekends, based on examination schedules.

Preferred

- Experience in test administration, education, customer service, IT support, or administrative operations.
- Experience with secure computer-based testing, international examinations, staff coordination, reporting, or incident management.

4. Training and Certification

The successful candidate must complete and maintain all Amideast and test-owner training and certifications required for assigned programs, including annual or refresher requirements.

5. Key Competencies

- Integrity, accountability, and confidentiality
- Planning, organization, and attention to detail
- Clear communication and customer service
- Technical problem-solving and risk awareness
- Teamwork, adaptability, and composure under pressure

6. Performance Expectations

Performance will be assessed based on:

- Compliance with Amideast and test-owner procedures, including security and documentation requirements.
- Readiness and effective coordination of facilities, equipment, and staff.
- Timely, accurate incident reporting and escalation.
- Professional candidate service and audit readiness.

7. General Statement

This description summarizes the position's principal responsibilities. Other duties consistent with the role, Amideast policies, operational needs, and test-owner requirements may be assigned.

TO APPLY: If you are interested in applying for this position, please submit your resume and a cover letter to hrmorocco@amideast.org before November 15, 2026, at midnight.