

JOB DESCRIPTION

TITLE		NAME	
Senior Manager, Examinations Technology		Vacant	
CLASSIFICATION LEVEL:		DIVISION	DEPARTMENT
EP9		Exam Provider	CPA Professional Examinations

REPORTS TO (POSITION):

PURPOSE:		
The Senior Manager, Examinations Technology is responsible for the strategic and operational oversight of examination technology solutions supporting examination development, delivery, marking, reporting, and candidate feedback processes for the CPA Professional Examinations. Working under the direction of the Vice-President, CPA Professional Examinations, this role serves as the business owner for examination technology systems, leading vendor relationships, technology enhancements, innovation initiatives, and continuous improvement activities to support the delivery of high-stakes professional assessments.		
RESPONSIBILITIES and ACTIVITIES:		
Responsibility 1: Examination Technology Management and Delivery	65	%
- Lead the identification, prioritization, testing, and implementation of examination technology enhancements, including annual software updates, user acceptance testing, and regional stakeholder sign-off processes. - Manage relationships with examination delivery technology providers and/or vendors to establish service requirements and create project plans for annual enhancements and examination cycle processes - Oversee the annual version implementation including preliminary testing, UAT, and obtaining regional sign-offs on testing - Oversee load testing of examination software - Manage the laptop image creation process, including working with external vendors to have image installed on laptops, UAT, and obtaining regional sign-offs on testing - Create processes to ensure exam day technological issues are appropriately documented and any urgent issues resolved - Ensure post-exam reporting to regions is relevant, accurate, and timely		
Responsibility 2: Examination Reporting and Feedback Technology	15	%
- Work with examinations reporting and feedback technology providers/vendors to determine service requirements and create project plans for annual enhancements and exam cycle processes - Support the delivery of examinations results and feedback - Oversee technology processes supporting candidate results, feedback reporting, and related data outputs. - Collaborate with internal and external stakeholders to identify opportunities to improve reporting efficiency, accuracy, and user experience.		
Responsibility 3: Examination Technology Innovation and Continuous Improvement	10	%
- Develop and maintain a multi-year roadmap for examination technology improvements and enhancements - Evaluate emerging examination technologies and identify opportunities to improve candidate experience, examination security, operational efficiency, and marking processes. - Lead the assessment and recommendation of new technology solutions, enhancements, and vendor offerings. - Partner with CPAWSB enterprise IT and external vendors to support implementation of examination technology initiatives.		
Responsibility 4: People Leadership and Collaboration	10	%
- Provide strategic leadership for examination technology initiatives and the technology team. - Act as the primary advisor to the Vice-President on examination technology systems, emerging technologies, and opportunities to improve examination operations. - Develop budgets related to exam technology and ensure cost effectiveness in operational processes - Work collaboratively with the internal partners to harmonize processes and enable operational support across teams - Foster strong, professional relationships with staff, committee members, and external partners - Carry out other duties and projects as may be assigned.		
KNOWLEDGE and EXPERIENCE:		
Education - Bachelor's degree in business, information systems, education, technology, or a relevant field - Proficiency in both English and French is considered an asset Experience - Minimum 5-7 years of progressive experience supporting technology-enabled business operations, assessment programs, credentialing, education, or related environments. - Experience managing complex technology solutions and vendor relationships in a multi-stakeholder environment. - Experience serving as a business lead or product owner for technology solutions. - Experience evaluating or implementing emerging technologies, including artificial intelligence and automation tools, to improve business processes. - Project management experience for projects with multiple partners/parties and tight, immovable deadlines - Experience with examination delivery platforms, learning management systems, assessment technologies, or similar technology ecosystems is considered an asset. (e.g., Surpass and CEWindows, regional LMS) - Knowledge of high-stakes assessment, examination delivery, marking, candidate results, and/or credentialing processes is considered a strong asset		
SKILLS and ABILITIES:		

- Ability to manage projects with multiple parties and deadlines
- Comfortable working with data, psychometric concepts, and quality assurance processes
- Familiarity with modern digital tools, including Microsoft 365 and Artificial Intelligence-enabled productivity tools (e.g., Copilot)
- Strong communication, organizational, and problem-solving skills
- Ability to translate business requirements into technology solutions.
- Ability to develop business cases and make recommendations for technology investments and enhancements.
- Strong vendor management and relationship management skills
- Ability to assess technology options and make recommendations based on business needs
- Strong analytical and process improvement skills
- Ability to influence stakeholders and build consensus in a multi-partner environment
- Ability to balance operational requirements with long-term technology improvements.

WORKING CONDITIONS

- The CPA Western School of Business is a hybrid organization with employees located primarily in Western Canada.
- Occasional travel for team and governance meetings, workshops, or vendor/site visits.
- Flexibility to work outside of standard business hours, including evenings and weekends, is required during peak periods

SIGNATURES: The signatures below indicate that the incumbent and supervisor have read, discussed, and agreed that the information accurately reflects the work assigned.

INCUMBENT SIGNATURE: I certify that I have read and understood the responsibilities assigned to this position.

Click here to enter text.		Click here to enter text.
Name	Signature	Date
SUPERVISOR SIGNATURE: I certify that this job description is an accurate reflection of the responsibilities assigned to this position.		
Click here to enter text.		Click here to enter text.
Name	Signature	Date