CPA CHARTERED PROFESSIONAL ACCOUNTANTS WESTERN SCHOOL OF BUSINESS

JOB DESCRIPTION

TITLE	NAME
Manager, Examinations Delivery Technology	Vacant

CLASSIFICATION LEVEL:	DIVISION	DEPARTMENT
EP 7	Exam Provider	CPA Professional Examinations

REPORTS TO (POSITION): Senior Manager, Examinations Technology

PURPOSE:

The Manager, Examination Delivery Technology is responsible for the operational leadership, readiness, quality assurance, continuous improvement, and technical delivery of technology supporting both in-person and online examinations. The role leads the planning and execution of examination-cycle technology activities, including software upgrades, releases, functional and performance testing, cybersecurity assurance, vendor coordination, and examination-day operations. The Manager directly supervises assigned staff and works closely with internal technology teams, vendors, and business stakeholders to ensure examination delivery systems are stable, secure, and ready for production.

The Manager coordinates dependencies and handoffs across examination development, scheduling, delivery, marking, reporting, and candidate feedback processes; provides readiness and status reporting; and escalates material risks, issues, and decisions to the Senior Manager, Examination Technology.

RESPONSIBILITIES and ACTIVITIES:

Responsibility 1: Examination Delivery Technology, Scheduling and Readiness

- Manage day-to-day technical delivery and execution of approved exam delivery technology plans and examination-cycle activities, including maintaining the detailed delivery technology schedule, milestones and dependencies; coordinating interfaces with other examination technology work; monitoring risks and issues; and escalating material impacts, changes or decisions to the Senior Manager.
- Lead operational execution of version upgrades, releases, configuration changes and examination-cycle readiness across exam delivery technology environments, including assessment and coordination of impacts on connected systems and processes.
- Coordinate operational readiness with the Examination Provider team, vendors and national stakeholders; validate regional production laptop forecasts with the laptop provider, confirm UAT laptop technical requirements, and consolidate readiness evidence and risks before live delivery.
- Manage and maintain exam delivery technology standard operating procedures (SOPs), technical runbooks, readiness controls and supporting documentation, keeping them current and aligned with approved processes.
- Coordinate examination delivery technology business continuity and recovery readiness, including maintaining technical recovery procedures, participating in continuity exercises, validating recovery capabilities and tracking corrective actions before applicable live examinations.

Responsibility 2: Quality Assurance and Performance / Load Testing

- Lead and perform functional QA across exam delivery technology environments, including candidate and non-candidate system functionality, workflows and delivery-side interfaces; lead performance/load testing at the applicable upgrade and release stages.
- Manage approved exam delivery technology test coverage and readiness criteria; review functional QA, regression, performance/load and relevant UAT results; track material defects and ensure retesting and evidence are complete before confirming test completion.
- Lead performance/load test execution and results analysis for the upgrade cycle and incremental examination software releases in the applicable environment; maintain or modify existing performance test scripts and scenarios as capability develops, using performance/load testing tools.
- Maintain reusable test approaches, regression suites and testing practices; coach assigned team members in testing practices and performance/load testing execution.
- Lead examination delivery UAT, review consolidated test results, signoffs and dependent system readiness, and provide a readiness recommendation and material risks to the Senior Manager before obtaining final regional acceptance of the examination-day laptop image.

Responsibility 3: Cybersecurity Assurance, Incidents and Vendor Engagement

- Coordinate cybersecurity assurance activities for exam delivery technology with external cybersecurity vendors and internal and national cybersecurity stakeholders, including required scans and assessments, review of findings, remediation, retesting and closure.
- Prepare and facilitate National Cybersecurity Review and Approval meetings for exam delivery technology; present findings, remediation status, residual risks and readiness information; maintain approval evidence; and escalate material risks or decisions as appropriate.
- Manage operational vendor engagement on exam delivery technology defects, incidents, root cause and remediation; coordinate issues involving connected systems and escalate material service, contractual or unresolved risks as appropriate.
- Coordinate examination-day technology monitoring and support channels for in-person and online delivery, including issue triage, incident coordination, candidate-impact assessment, vendor engagement, escalation and resolution; facilitate routine operational technology meetings/checkpoints during examination delivery.
- Lead technical incident assessment and post-incident problem management, including vendor root-cause follow-up, recurring issue analysis and corrective/preventive actions.
- Oversee the administration, maintenance and ongoing improvement of examination-day incident tracking and reporting tools, including coordinating updates, validating functionality, supporting regional users and ensuring incident information is available for operational monitoring, analysis and reporting.

Responsibility 4: Reporting, Continuous Improvement and Team Leadership

- Prepare and distribute examination-day delivery status updates to delivery stakeholders; provide consolidated issue, candidate-impact, vendor and operational information to the Senior Manager for executive reporting.
- Provide examination delivery technical incident analysis, vendor findings, candidate-impact information and corrective-action status to support consolidated post-exam reporting; coordinate delivery-side resolution of issues affecting results transfers to marking.
- Identify, recommend and coordinate continuous-improvement opportunities for exam delivery technology, including its processes, applications/software, testing practices, controls and vendor services; provide delivery technology input to cross-system improvements.
- Contribute exam delivery technology expertise to roadmap initiatives, solution assessments, implementations and marking-system improvements by identifying requirements, interfaces, dependencies, risks, testing needs and readiness impacts.
- Directly supervise assigned examination delivery technology staff by assigning and prioritizing work, reviewing deliverables and performance, providing feedback and coaching, and supporting development, cross-training and operational resilience.

- Carry out other duties and projects as may be assigned.

KNOWLEDGE and EXPERIENCE:

- Bachelor's degree or diploma in business, information systems, technology, computer science or a relevant field; equivalent combination of education and experience may be considered.
- Proficiency in both English and French is considered an asset.
- Minimum 5 years of progressive experience supporting technology-enabled business operations, software quality assurance, application delivery, assessment technology or a related environment.
- Hands-on experience performing functional software quality assurance across multiple environments and managing defects through resolution and retesting.
- Experience with performance/load testing, including execution and analysis. Experience maintaining or modifying performance test scripts and scenarios using performance/load testing tools or demonstrated technical aptitude and willingness to develop this capability is required.
- Experience coordinating software upgrades and releases, operational schedules, vendors, incidents and multi-stakeholder delivery within fixed deadlines.
- Experience coordinating operational monitoring, incident response and status reporting during live technology-enabled service delivery is an asset.
- Experience reviewing cybersecurity findings and coordinating remediation and assurance activities is an asset; ability to develop this capability is required.
- Experience with examination delivery, marking, assessment or other high-stakes technology environments is a strong asset.

SKILLS and ABILITIES:

- Strong functional QA, analytical troubleshooting and defect management capability.
- Ability to perform and develop advanced capability in performance/load testing and performance test scripting.
- Strong project execution, planning and organizational skills, with the ability to manage schedules, milestones, dependencies, risks and competing priorities within fixed deadlines.
- Strong operational coordination and incident management skills in live, technology-enabled service environments.
- Strong vendor management, root-cause analysis and problem-management skills.
- Ability to interpret cybersecurity findings, coordinate remediation activities and facilitate review and approval processes.
- Strong analytical skills and ability to work with operational data, incident trends, testing evidence and post-exam reporting.
- Ability to assess technical and operational impacts of proposed technology changes and contribute to requirements, solution assessments and implementation planning.
- Strong written and verbal communication, documentation and stakeholder coordination skills, with the ability to communicate technical and operational information clearly to technical and non-technical audiences.
- Ability to develop, maintain and continuously improve standard operating procedures (SOPs), technical documentation and operational controls.
- Ability to supervise and develop technical team members, set clear work priorities, provide constructive feedback and work effectively across internal teams, vendors and external stakeholders.

WORKING CONDITIONS:

- The CPA Western School of Business is a hybrid organization with employees located primarily in Western Canada.
- Occasional travel may be required to CPAWSB offices, examination locations or other locations as operational needs require.
- Flexibility to work outside of standard business hours, including evenings and weekends, is required during peak examination 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. **Name**	**Signature**	Click here to enter text. **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. **Name**	**Signature**	Click here to enter text. **Date**