

LEAD PRINTING SERVICES TECHNICIAN

DEFINITION

Under general supervision, performs a variety of moderate to more complex tasks involving reprographic processes which utilize both offset and direct contact duplicating equipment and various types of bindery equipment capable of reproducing printed material for District divisions, departments, faculty and staff. Incumbents work independently and assist others with resolving more complex technical issues.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director, Academic Computing and Infrastructure. This classification exercises no supervision of staff. Employees may provide technical and functional direction and training to less experienced staff and student workers.

CLASS CHARACTERISTICS

This is the advanced journey-level class in the Printing Services Technician series responsible for the timely and high-quality reproduction of a wide variety of business and educational support materials. Incumbents utilize specialized computer software and operate high-speed reproduction equipment to meet customer requirements and complete varied reproduction orders. Incumbents at this level are required to be fully trained in all procedures related to the completion of print jobs, working with a high degree of independent judgment, tact, and initiative. Exercises technical and functional direction over and provides training to lower-level staff in the absence of the Coordinator. This class is distinguished from the Coordinator, Printing Services in that the latter is responsible for coordinating the full operations of the printing services function and for providing technical and functional direction to lower-level staff.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

- Provides lead direction to the second shift crew of Printing Services staff; sets priorities, assigns duties, reviews work upon completion for quality control purposes; and monitors equipment. Calls for after-hours service of the equipment when needed.
- Knowledge of the online web submission software including the ability to help customers with the program as necessary.
- Sets up and operates a wide variety of reprographics machines and related equipment to produce bulletins, brochures, booklets, forms, letters, postcards, transparencies, book covers, and instructional materials.
- Operates bindery equipment and performs related tasks including cutting, three hole drilling, off-line stapling, paper jogging, folding, padding, and/or saddle stitching to complete the job according to customer specifications.
- Receives, reviews, and prioritizes work orders; scans and submits jobs for daily printing; releases web jobs; plans, schedules, and completes assignments in compliance with standards of work production; expedites emergency jobs.
- Communicates with faculty, staff and administrators to clarify work requests and define project requirements and expectations.
- Performs preventive maintenance and minor repairs and adjustments to equipment; arranges for equipment repairs with service technicians and vendors; maintains records of work performed, supplies used, and vendor jobs; makes necessary adjustments to equipment for the most efficient performance.
- Instructs less experienced staff and student workers on proper use of equipment; provides lead direction to assigned staff on a shift-basis in the absence of the coordinator.

- Prepares completed jobs for pick-up, including the shelving or boxing for jobs too large to fit on the shelves; wraps finished jobs.
- Completes specialized printing projects comprising large and/or odd sized formats; takes extra steps such as scanning and/or cropping individual pages.
- Assists customers with the transportation of heavy boxes with use of hand trucks.
- Picks up and delivers paper from the warehouse; moves stock.
- Answers phone calls and works towards the resolution of issues; notifies the supervisor of significant feedback, uncommon issues, and important circumstances.
- Organizes and clean print shop and work areas.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic principles of supervision and training.
- Standard methods, materials, tools, and equipment used in a comprehensive reproduction shop.
- Principles and techniques of graphic arts, computer graphics, graphic design, page layout and image editing.
- Operations and care of equipment used in the course of work.
- Standard office practices and procedures, including the use of standard office equipment, basic record-keeping, and arithmetic.
- Safe work practices.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

Skills & Abilities to:

- Plan, schedule, assign, and oversee activities of assigned staff and student workers.
- Inspect the work of others and maintain established quality control standards.
- Train others in proper and safe work procedures.
- Identify and implement effective course of action to complete assigned projects.
- Operate various equipment and tools such as a paper cutter, folders, drills, binding, and related equipment.
- Select proper color, size, and weight of paper, and proper inks for each project.
- Perform basic preventative maintenance of equipment and tools.
- Understand and follow written and verbal directions, instructions, and safety rules and procedures.
- Maintain accurate logs, records, and basic written records of work performed.
- Interpret, apply, and explain applicable District policies, rules, and regulations related to areas of responsibility.
- Organize own work and set priorities to ensure the accurate and timely completion of print jobs.
- Understand scope of authority in making independent decisions.
- Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and increasing experience working with reprographics equipment, such as production level digital presses.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting containing large reprographic machines and use specialized equipment, including copy machines, office computers, paper cutter and folder, paper drill, heavy duty stitcher and stapler, laminator, shrink wrapper and heat gun. This is an office classification and frequent standing in and walking between work areas is required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate the above-mentioned equipment. Positions in this classification stand, bend, stoop, kneel, and reach to operate the machinery and handle print jobs. Incumbents should be able to demonstrate the manual dexterity needed to perform fine maintenance procedures. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate to high noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Due to the nature of work, employees may come into contact with fumes, dust, and/or odors and may be exposed to mechanical and electrical hazards due to moving parts of the reprographic equipment. Incumbents may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.