

Job Description

(For Positions in CAW Local 555, Unit 1)

Job descriptions do not include every duty that an individual in a position performs. They are intended to be representative and characteristic of the duties required and the level of work performed. Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.

JD #:	JD00700	Pay Grade:	6
JD Title:	Digital Imaging Production Technician	JD FTE Hours:	35
Job Family:	AV/Print		

General Description

Responsible for executing and providing a wide variety of digital imaging services such as producing high quality course material and non-course materials including preparing electronic job tickets for output in a timely and cost-effective manner, maintaining and monitoring quality standards and procedures, and providing the optical mark recognition (OMR) service to the University community. Interacts with faculty members, departmental customers and representatives, and advises on any technical issues that may arise during production of any of these services. Requires a high degree of accuracy and comprehensive understanding of electronic production capabilities, scanning solutions and a thorough understanding of electronic imaging systems and the custom publishing field. Operates state of the art digital printers, presses, plotters, scanners, and to produce high quality, industry standard print materials such as custom courseware, administrative forms, marketing materials, pay statements, stationery, test, exams, research reports, course materials, convocation materials, diplomas and training documents.

Representative Duties & Responsibilities

- Train others on the use of equipment and systems.
- Scan and edit a variety of course materials required to maintain production output.
- Work with supervisor to ensure effective distribution of files over the network to all devices while maximizing overall production efficiency and establishing priority work sequence.
- Provide front-line customer service to faculty, students and staff and monitor standards for quality of the department's electronic imaging scan and print services, including optical mark recognition duties.
- Provide optical mark recognition service and respond to concerns that may be administrative or technical in nature.
- Calculate production costs on all course materials produced by the division.
- Proof the work of others in order to maintain quality standards and to ensure production requirements are followed.
- Update, maintain, verify, and retrieve files from departmental databases.
- Perform basic design and reformatting of posters from files provided by the customer.
- Create hard copy and electronic proofs and work with clients to correct a variety of issues such as design, layout, text and font issues.
- Review the quality of all materials produced and accuracy of quantities requested in a high paced fast turnaround environment.
- Ensure quality copies are produced for all jobs.
- Report all quality and production related issues to the supervisor.
- Send files to print and ensure their timely delivery and availability as per established timeline commitments.
- Ensure high quality and timely delivery to all customers.
- Review work requests in process and determine a work plan for each shift.
- Review all requests for services and formulate a production plan that will utilize the full production potential of available equipment.
- Work with the production team to produce and prioritize jobs and adjust according to deadline changes.
- Work with the file repository management system and the web-to-print submission system.
- Adhere to policies, standards and established workflow procedures while coordinating the prioritized tasks to the allocated resources.
- Monitor work demands and route jobs to particular printers in order to maximize the productivity of available

Representative Duties & Responsibilities

resources.

- Greet visitors, answer or redirect general inquiries in person, by telephone and via email and respond independently to inquiries that are specific in nature and require a thorough knowledge of established policies and procedures.
- Provide advice to others regarding technical issues and provide individual guidance at the time of submission of materials.
- Complete job order requisitions paperwork, fill out daily log sheets and update electronic ordering systems accurately and systematically.
- Ensure the proper functionality and routine maintenance of scanners, printers, and plotters.
- Identify error codes and machinery breakdowns and refer to operating manuals in order to resolve problems and limit down time.
- Escalate more complex problems to the appropriate area.
- Order equipment and supplies and maintain inventory required to facilitate and maximize print operations.
- Keep the work area clean and organized.
- Perform manual and some machine bindery operations, cerlox binding, drilling, folding, hand gathering and assembly of printed material in addition to shipping and packing products.
- Perform large format lamination and mounting service.
- Operate assigned equipment in accordance with established safety rules and regulations.
- Operate high speed duplicating equipment, digital presses, plotters, and scanners.
- Use a variety of print operation equipment such as foamcore cutter and trimmer.
- Maintain and safeguard the confidentiality of information received and ensure adherence to all relevant policies and procedures with regards to information and intellectual property.

Supervision

- Provide direction to others in how to carry out work tasks.
- Ensure adherence to quality standards and procedures for short-term staff.

Qualifications

- 2 year Community College diploma in a relevant field of study.
- Requires 3 years of relevant experience.

Effort

Physical Effort:

- A typical work day consists of greater than 3.5 hours of low physical effort for activities such as:
 - Intermittent periods of keyboarding to process documents, enter data into databases and spreadsheets, and maintain accurate records.
- A typical work day consists of up to 3.5 hours of moderate physical effort for activities such as:
 - Moving and carrying moderate weight and awkward objects.
 - Standing for periods of time to run jobs and monitor print quality.
- A typical work day occasionally requires high physical effort for activities such as:
 - Carrying heavy objects and moving large and awkward equipment and supplies.

Mental Effort:

- A typical work day consists of up to 2 hours of routine mental effort for activities such as:
 - Collecting routine information, and word processing routine documents such as forms and work orders.
- A typical work day consists of greater than 3.5 hours of moderate mental effort for activities such as:
 - Providing front-line customer service to faculty, students and staff and monitoring standards for quality of the department's electronic imaging scan and print services, including optical mark recognition duties.
 - Providing advice to others regarding technical issues and providing individual guidance at the time of submission of materials.
 - Providing optical mark recognition service and responding to concerns that may be administrative or technical in nature.
 - Performing basic design and reformatting of posters from files provided by the customer.
 - Reviewing all requests for services and formulating a production plan that will utilize the full production potential of available equipment.
- Elements of high mental effort are not a regular feature of this job.

Working Conditions

Physical Environment:

- Occasionally required to work in uncomfortable or confined work spaces when repairing equipment.
- Frequently exposed to dust from paper.

Psychological Environment:

- Occasionally interacts with individuals who may be rude or upset.
- Frequently handles competing requests and simultaneous deadlines.

Health & Safety:

- Operating a variety of print operation equipment such as foamcore cutter and trimmer.
- Lifting and moving inventory and supplies.

Job Description Rating Sheet

(For Positions in CAW Local 555, Unit 1)

JD #:	JD00700	Pay Grade:	6
JD Title:	Digital Imaging Production Technician	Total Points:	419
Job Family:	AV/Print		

Factor	Subfactor	Level Rating	Points
Skill	1. Applied Reasoning and Analytical Skills	3.5	71
	2. Breadth of Knowledge	2.0	13
	3. Adaptation to Change/Updating of Learning	2.0	12
	4. Interpersonal Skill	2.5	31
	5. Education and Experience	D3	60
	6. Dexterity and Coordination	3.0	21
Effort	7. Physical Effort	2.0	11
	8. Mental Effort	3.0	55
Responsibility	9. Planning and Coordination	2.5	37
	10. Responsibility for Others	2.0	33
	11. Accountability for Decisions Actions Affecting People, Assets, and Information	2.0	39
Working Conditions	12. Physical Environment	2.0	10
	13. Psychological Environment	2.0	10
	14. Health and Safety	2.0	16