

Redlands Unified School District

## REPROGRAPHICS SERVICE TECHNICIAN

### DEFINITION

Under general supervision, perform skilled work in the repair, maintenance, troubleshooting, and servicing of a variety of digital and analog copiers (or current technology), fax machines, duplicators, and similar types of equipment; assist the Reprographics Department and do other work as required.

### ESSENTIAL FUNCTIONS

Perform skilled maintenance, repair and service of a variety of digital and analog copiers (or current technology), fax machines, duplicators and similar types of equipment; utilize a variety of hand and power tools in performing assigned duties; perform regular servicing work within schools, district offices and other facilities to carry out a comprehensive preventative maintenance program; operate machines to test for malfunctions, and perform needed adjustments; disassemble machines and examine parts; repair, adjust, and replace parts; clean and oil moving parts; requisition, order and maintain an appropriate inventory of repair parts, materials and shop supplies; make emergency repair calls as necessary; maintain a variety of records and files; organize, develop work schedules and assigned activities in a timely manner; establish time and material costs and make recommendations as to the feasibility of the repair of specific copy machines, fax machines, and similar types of equipment; assist in orientation and in-service training programs regarding the operation and care of equipment; coordinate the work of others; drive a service vehicle to and from work sites; maintain and coordinate a usage history of all copiers, charge back system, and work order system for timely repairs; participate in the testing and recommendation of new equipment and technology; assist in the workload of the reprographics department; and other work as required.

### EMPLOYMENT STANDARDS

#### KNOWLEDGE AND ABILITIES

##### Knowledge of:

Methods, procedures, techniques, materials, and equipment utilized in the repair, maintenance, troubleshooting, and servicing of a variety of digital and analog copiers, fax machines, and similar types of equipment;

All aspects of Canon and similar copier maintenance and repair;

Photocopier principles of operation and theory including Thermal processes and electro-mechanical operations, electricity, and electronics, reading schematics, testing logic board and other component systems;

Technical and complex test equipment utilized in the repair and maintenance of digital and analog copiers, fax machines, and similar types of technology;

Demonstrate continual growth in technology knowledge and skills to stay abreast of current and emerging technologies;

Safe working methods and procedures.

##### Ability to:

Effectively and efficiently repair, maintain, rebuild, and service a variety of digital and analog copiers, fax machines, and similar types of equipment;

Utilize special measuring and other testing devices to determine defects, wear, and malfunctions of digital and analog copiers, fax machines, and similar types of equipment;

Accurately estimate time and material costs;

Work with printed circuit boards and diagrams;

Ability to (continued):

Install and configure computer software and utilities in support of digital copier printing, scanning, and fax service functions;  
Maintain simple records and prepare complete and concise reports;  
Learn the use of computer email, Word, and Excel programs;  
Learn and implement appropriate District policies and regulations pertaining to the inspection, repair, maintenance, and servicing of a variety of digital and analog copiers, fax machines, and similar types of equipment;  
Understand and carry out oral and written directions;  
Establish and maintain an effective working relationship with those contacted in the course of work;  
Relate effectively with racially and ethnically diverse staff, students, and community.

EDUCATION AND EXPERIENCE

Education:

Equivalent to the completion of the twelfth grade; proof of formal training in the maintenance, diagnosis, repair, disassembly/reassembly, and servicing of all major digital and analog copiers, fax machines, and similar types of equipment and components; proof of Canon training on both analog and digital equipment.

Experience:

Two years of journeyman-level experience in the repair, maintenance, servicing, and rebuilding of digital and analog copiers, fax machines, and similar types of equipment.

REQUIRED LICENSES AND/OR CERTIFICATES

Possession of a valid and appropriate California driver's license; have an acceptable driving record; qualify for insurability by the District's insurance carrier.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

Strength:

Average work lifting, carrying, pushing and/or pulling up to approximately 75 pounds; with frequent lifting and/or carrying of objects weighing up to 50 pounds. Physical dexterity in limbs and digits to operate hand and power driven tools and equipment used in the office machine repair trade.

Pre-employment Physical: Class II