

Job Description

Job Title: **Printing Services Technician**
 Job Family: **Information Technology Support**
 Pay Program: **Classified**
 Prepared/Revised Date: **July 2024**

Job Code: **1500**
 FLSA Status: **Non-Exempt**
 Pay Range: **G11**
 Typical Work Year: **12 months**

SUMMARY: Performs all aspects of end-to-end production of the Print Shop. Collaborates with colleagues to complete jobs as they come in, interfaces with clients from the community and within the school district to complete jobs in an accurate and timely manner and delivers jobs on schedule. Responsible for inventory and ordering, use and maintenance of all machines, and maintaining a safe, clean, and orderly environment. Perform all mailroom functions in the absence of the Mailroom Technician.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Job Tasks Description	Frequency	% of Time
1. Program and prepare using current vendor web print software and. Use digital prepress/desktop publishing software. Use basic graphic design knowledge and skills to read and understand job tickets; preflight incoming jobs; check appropriate color format, fonts, and graphics for quality and make necessary corrections. Apply basic graphic design knowledge when verifying artwork. Setup, program and prepare jobs for print using current vendor software and other miscellaneous software applications. Setup, program, and release jobs from print queue to high speed digital production printers. Keep up to date with evolving technology, equipment and software. Setup, operate, and maintain in-line booklet maker. Monitor quality of job output for correctness and image quality. Maintain daily print job production logs using Excel, including daily delivery manifest. Troubleshoot and report equipment problems to appropriate vendor. Track & supply inventory and initiate orders for products. Operate wide-format poster printers.	D	50%
2. Perform and provide technical support and training to District staff and external customers regarding the web print software (WebCRD), Print Management Software (Papercut), and Google applications. Assist Printing Services Manager with managing and maintaining web print software and print management software including users, groups, accounts, printers and devices. Work to resolve HALO tickets for end users.	D	15%
3. Responsible for effective handling, accounting and control of inventory including placing orders for products while staying within budget constraints. Responsible for placing requisitions for products in SFS. Responsible for completing Voucher Requests to pay vendors.	D	10%
4. Complete jobs in bindery using, but not limited to, Booklet Maker, GBC, spiral binders, cutter, stitcher, laminators, drill and miscellaneous other equipment. Operate aluminum and vinyl sign production, laminating and mounting. Perform daily/weekly/monthly maintenance on equipment as required.	D	20%
5. Receive, sort and distribute U.S. and intra district mail. Deliver and collect U.S. and intra district mail from ESC building. Operate mail folder/insertor to process mail for customers, report cards and various other projects. Prepare and process bulk mailings using bulk mail regulations. Process U.S. mail by operating postage metering machine, while ensuring compliance with postal rules, regulations, and district procedures in order to receive all available discounts. Record amount of postage used by schools/departments using computerized tracking system. Operates other miscellaneous mail equipment such as inkjet addressing system, weigh scale, etc.	D	3%
6. Perform other job related duties as assigned.	Ongoing	2%

EDUCATION AND RELATED WORK EXPERIENCE:

- High School Diploma or equivalent.
- Minimum of four years of experience using and troubleshooting issues with high speed networked digital printing systems, 3-hole drill, folder, cutter, stitcher, GBC, and spiral binders.
- 1 year basic graphic design/prepress experience preferred.
- 1 year experience in a mailroom or similar setting with understanding of postal regulation preferred.

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire.
- Ability to successfully complete a pre-hire, post-offer physical examination.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Ability to learn various merge applications using Excel, Publisher and Adobe within 3 months after entering position.
- Ability to troubleshoot print quality and equipment function issues.
- Customer service skills.
- Basic understanding of budget management.
- Critical thinking and problem solving skills.
- Ability to manage multiple priorities.
- Ability to diffuse and manage volatile and stressful situations.
- Ability to manage multiple tasks with frequent interruptions.
- Ability to make independent decisions.
- Ability to work in a fast-paced environment.
- Ability to maintain confidentiality on sensitive/confidential documents as well as in all aspects of the job.
- Ability to work well in a team environment.
- Ability to promote and follow Board of Education policies, District Policies, building and department procedures.
- Ability to communicate, interact and work effectively and cooperatively with all people including those from diverse ethnic and educational backgrounds. Willingness to contribute to cultural diversity for educational enrichment.
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator.
- Ability to stay current with district policy, standards and training in the areas of data quality, data privacy, and cybersecurity with respect to student and staff data, and related information systems.

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Operating knowledge of and experience with personal computers and peripherals.
- Operating knowledge of and experience with Microsoft Office, (Microsoft Word, Excel, PowerPoint, Publisher), Google Workspace (Gmail, Docs, Sheets, Slides), and Adobe Creative Cloud.
- Operating knowledge of and experience with typical office equipment, such as telephones, copier, fax machine, E- mail, etc.
- Operating knowledge of digital printing, Xerox or comparable networked digital copying and bookmaking systems and bindery equipment required.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	JOB CODE
Reports to:	Printing Services Manager	5038

	POSITION TITLE	# of EMPLOYEES	JOB CODE
Direct reports:	This job has no direct supervisory responsibilities.		

BUDGET AND/OR RESOURCE RESPONSIBILITY:

- n/a

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand				X
Walk				X
Sit			X	
Use hands and fingers to handle and/or feel				X
Reach with hands and arms				X
Climb or balance			X	
Stoop, kneel, crouch, or crawl			X	
Talk			X	
Hear				X
Taste	X			
Smell		X		

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds				X
Up to 25 pounds				X
Up to 50 pounds			X	
Up to 100 pounds		X		
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare				X
Analyze				X
Communicate				X

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Copy				X
Coordinate			X	
Instruct		X		
Compute			X	
Synthesize	X			
Evaluate			X	
Interpersonal Skills			X	
Compile			X	
Negotiate			X	

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts			X	
Work in high, precarious places	X			
Fumes or airborne particles		X		
Toxic or caustic chemicals		X		
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock	X			
Work with explosives	X			
Risk of radiation	X			
Vibration		X		

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X

Ability to adjust focus	X
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NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	
Loud	X
Very Loud	