

POSITION DESCRIPTION – Computer Printing Technician

POSITION SUMMARY:

Operator of digital print production hardware and software in the Publishing Services Section, Bureau Publishing and Distribution Services, Division of Enterprise Technology. The position with Publishing Services is responsible for:

1) the production of high volume printed and finished materials using networked digital electronic printers and allied equipment with a commitment to quality, 2) providing dedicated customer service and, 3) maintaining a safe and efficient work site.

The Publishing Services Section is responsible for providing high volume/low cost publishing and related printing solutions to all state agencies, counties, local municipalities and the Legislature throughout the State of Wisconsin. Publishing's copy and variable data printing technologies applied include high-speed digital laser cut sheet and roll fed continuous production print systems, digital cut sheet color and wide format color ink jet printers. Also employed are tools for scanning hard copy, print file and job manipulation, image enhancement, and print file archiving for on demand printing. Associated RIP software, FTP servers and Mainframe Print workstations, and in-line and off-line finishing and bindery equipment are also employed. Publishing Services operates 24 hours per day, 5 days per week offering services within the State of Wisconsin.

GOALS AND WORKER ACTIVITIES

80% A. Operate and maintain high-speed digital and ink-jet printers to produce high quality printed products to job/customer's specifications.

A1. Set up and operate laser, ink-jet and impact printers. Duties include management of print controllers, job queues, color print management and calibration tools, and all related hardware and software. Spot-check output and make adjustments as necessary to maintain the highest quality possible.

A2. Gather and or assure the availability of all necessary materials and supplies to complete the scheduled production.

A3. Determine production priorities per time sensitive due date. Consult with lead or supervisory staff with questions or advise concerning jobs.

A4. Manage queues and perform key operator functions on the IBM Infoprint Manager production system determining the most efficient method for printing.

A5. Perform multiple tasks maintaining a high level of productivity and efficiency to ensure customer's expectations are being met.

A6. Perform routine maintenance and clean machines as necessary to assure maximum quality and efficiency. Perform machine diagnostic functions as required to ensure maximum machine uptime.

A7. Report all problems to lead or supervisor placing service call if necessary. Resolve all minor problems through customer phone assistance.

10% B. Operate and maintain production of allied finishing equipment to produce high quality products to job/customer's specifications.

B1. Determine production priorities per due date. Consult with lead or supervisory staff with questions or advise concerning the finishing of jobs.

B2. Gather and or assure the availability of all necessary materials and supplies to complete the scheduled production.

B3. Set up and operate bindery and finishing equipment per job specifications. Spot check output and make adjustments as necessary to assure highest quality possible.

B4. Perform routine preventative maintenance and make minor mechanical repairs as necessary to ensure proper performance of all bindery and finishing equipment.

5% C. Perform customer service functions to establish and maintain good working relationships with all customers.

C1. Establish and maintain high credibility with support and customer service staff by utilizing proper communication techniques.

C2. Respond to customer phone and walk-in inquiries in a timely, courteous, and professional manner.

C3. Work cooperatively with the Bureau's Customer Service Support Staff providing guidance to insure efficient and quality production of all jobs.

C4. Communicate job status using the Bureaus data base job tracking system.

5% D. Miscellaneous Duties

D1. Report all problems and incidents regarding equipment, jobs or process to supervisor lead as soon as possible.

D2. Participate in training offered to remain current on equipment operation and maintenance.

D3. Perform housekeeping necessary to provide a clean, safe work area and adhere to all safety standards and requirements.

D4. Other duties as assigned.

REQUIRED SKILLS AND KNOWLEDGE

Knowledgeable in the principles and terminology of printing and graphic reproduction.

Knowledgeable in the operation of digital production printers and scanners.

Knowledge of bindery processes and associated finishing equipment.

Knowledge of printing paper and paper handling protocols.

Knowledge of basic office computer equipment and usage.

Good communication and interpersonal skills.

Ability to work well with production support staff and management.

Must be able to understand and effectively carry out complex and difficult written and verbal instructions.

Must be punctual, self motivated, and possess the ability to work well under pressure.

Must be able to lift and carry materials weighing up to 50lbs unassisted, to stand, stoop, twist and bend routinely and repeatedly throughout the work shift.

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