



**Classification Title: Print Services Technician**

<b>Department:</b>	Business Services (Print Services)	<b>EEO6 Code:</b>	5
<b>Employee Group:</b>	Classified	<b>Salary Grade:</b>	26
<b>Supervision Received From:</b>	Director, Business Services	<b>Date of Origin:</b>	9/2016
<b>Supervision Given:</b>	Direction and Guidance	<b>Last Revision:</b>	5/2024

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.*

**JOB SUMMARY.**

Oversees, coordinates and participates in a variety of complex reprographic activities ensuring work quality and clarity of finished products; operate and maintains cutters, folders, stitchers and other assigned equipment to produce a variety of printed materials; troubleshoots problems with copiers and printers; oversees chargeback billing for services; provides work direction to lower-level staff; provides customer service.

**DISTINGUISHING CHARACTERISTICS.**

Print Services Technician is distinguished from other classifications in Business Support Services in its responsibility for coordinating all aspects of the District's Comet Copy operation and departmental copier maintenance program, and operating and maintaining print shop equipment to produce a variety of District business, instructional and marketing documents and materials.

**ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.**

**Essential Functions:** Essential responsibilities and duties may include, but are not limited to, the following:

1. Monitors and ensures the timely delivery of high-quality reprographic services to meet customer needs; oversees operations and workflow of reprographics utilizing complex high-speed networked copiers, cutting, binding and other equipment to produce special order projects and ongoing duplication of a wide variety of documents, forms and instructional materials; provides customer service and responds to inquiries/concerns regarding production of printed materials.
2. Performs skilled printing work to produce a variety of materials including forms, reports, brochures, instructional documents and custom publications; sets up and adjusts stock weights and ink colors; uses digital tools to make metal and polyester printing plates; performs pre-press, print and bindery functions.
3. Participates in the development and monitoring of the budget and updates budget spreadsheets as required; collects, organizes and enters billing data for Comet Copy, Creative Services and paper orders using a chargeback billing database; formats, prints and distributes monthly billing reports; maintains records of billing data.
4. Evaluates the efficiency and effectiveness of services, equipment, policies and procedures and recommends changes to enhance ongoing operations; monitors equipment usage and utilization patterns and trends; assists in establishing sound control and billing procedures and recommends approaches to improve service quality and performance while minimizing costs.

5. Prepares purchase requisitions; enters charges to correct budget accounts; maintains copies of all requisitions and monitors status of orders; accepts delivered orders and follows up on late orders with appropriate Purchasing and Warehouse department staff.
6. Operates high-speed copiers and other print shop equipment as required; operates various graphics-oriented software; operates, maintains and cleans all machines and equipment; performs preventative maintenance, minor repairs and adjustments; arranges for equipment repairs with service technicians and vendors; maintains inventory of supplies and material; maintains related files and records; performs skilled bindery work; operates folders, cutters, saddle stitchers, comb and coil binders, laminators, padding machines and other equipment.
7. Troubleshoots complex and difficult problems with copiers under maintenance; works with Information Services staff, faculty, staff and copier vendors to resolve issues; ensures timely resolution of problems; frequently interacts with copier vendors regarding sales, service, invoicing and other issues as required.
8. Participates in scheduling and provides training and work direction to student workers and short-term employees; leads and participates in assigning the work of lower-level employees; ensures completeness, accuracy and conformance with District/departmental standards; provides information, guidance and training on work processes and technical procedures; assists in maintaining a fair and open work environment in accordance with the District's commitment to teamwork, mutual trust and respect.
9. Oversees the maintenance of all copiers on and off campus that are under maintenance agreements; provides guidance to departments in the purchase and setup of new copiers; maintains supplies and interacts with vendors.

**Marginal Functions:**

1. Assists Lead Graphics Specialist in costing graphics projects.
2. Picks up and delivers customer jobs at various locations on campus.
3. Performs related duties and responsibilities as required.

**QUALIFICATIONS.**

**Experience and Education/Training Guidelines:** Any combination of experience and education/training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:** Four years of experience working in a production print shop including one year of billing responsibilities.

**Education/Training:** Equivalent to completion of the twelfth grade.

**Licenses/Certificates:**

Possession of an appropriate, valid California driver's license by time of appointment.

**Knowledge of:**

1. Operations and functions of a full-scale print shop using high-speed electronic-based reproduction equipment and other cutting, binding and finishing equipment.
2. Methods and techniques of setup, operation, adjustment and routine maintenance of networked print-related computer work stations and other print shop equipment.
3. High-quality reprographics processes and standards.
4. Principles and techniques of graphics design, page layout and image editing used in the print production of forms, pamphlets, booklets, posters and a variety of educational materials.
5. Uses and operations of graphics communications technologies and specialized software.

6. Typical supplies, chemicals, inks and papers, including custom printing stock and specialty fine papers used in a commercial print shop.
7. Federal, state and local laws and regulations applicable to the storage and disposal of hazardous materials.
8. Safe work practices and health and safety policies and procedures applicable to the work.
9. Basic provisions of copyright law applicable to the work.
10. Proper English usage, spelling, grammar and punctuation.
11. Methods and practices of public administration for budgeting, purchasing and maintenance of public records.
12. Business mathematics.

**Skill in:**

1. Developing and monitoring methods for quality control and efficient work processing schedules, including determining work priorities and preparing various reports.
2. Organizing, setting priorities and exercising sound independent judgment within areas of assigned responsibility.
3. Overseeing, operating and maintaining various kinds of high-speed reprographics and related peripheral equipment.
4. Maintaining and distributing an appropriate stock of paper and supplies in support of a print shop.
5. Detecting and analyzing equipment problems and malfunctions and taking corrective action.
6. Operating a computer and business software applicable to assigned duties.
7. Assigning and inspecting the work of lower-level staff.
8. Understanding and carrying out written and oral instructions.
9. Making calculations and tabulations and accurately processing and reviewing fiscal and related documents.
10. Communicating clearly and effectively, both orally and in writing.
11. Preparing clear, concise and accurate logs, records and reports.
12. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, age, cultural, physical or mental disability, medical condition, gender, gender expression, gender identity, sex, sexual orientation, nationality, race, and ethnic backgrounds of community college students, faculty, and staff.
13. Establishing and maintaining effective working relationships with others encountered in the course of work.

**WORKING CONDITIONS.**

**Environmental Conditions:** The incumbent works either in an office environment where the noise level is usually quiet or in a print shop environment around large, high-speed copiers, printing machines and related equipment where the noise level is generally loud; frequently works near moving mechanical parts and is occasionally exposed to fumes and airborne particles.

**Physical Conditions:** Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to hear signal warnings and differentiate equipment operating sounds; to distinguish basic colors and shades; to use hands repetitively to finger, handle or feel objects or controls; and to lift, carry and move up to 50 pounds. Requires operation of District vehicles.

**TERMS OF EMPLOYMENT.**

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.