

## PRINTING SERVICES TECHNICIAN, SENIOR

### GENERAL DESCRIPTION OF CLASS

Under direction of an administrator or manager, coordinates, organizes, and produces complete printing jobs; operates and maintains digital and duplicating copiers and related equipment; adjusts and utilizes color copiers; operates computers and related equipment to produce a variety of high-quality printed materials for students, faculty, and staff.

**DISTINGUISHING CHARACTERISTICS:** The Printing Services Technician, Senior is the senior, lead and experienced technician within the Printing Services job family. The Printing Services Technician, Senior exercises a high degree of independent judgment in executing the essential responsibilities within the area of assignment. The Printing Services Technician, Senior performs the most technical and difficult tasks, requiring specialized or advanced skill in one or more areas of the work assigned.

The Printing Services Technician Senior is distinguished from the Print and Mail Assistant in that the latter is the entry level classification within the Printing Services job family. The Print and Mail Assistant performs work general and routine work within well-established guidelines and exercises a moderate level of independent judgment in executing the essential responsibilities of the classification. The Print and Mail Assistant may involve performing technical and moderately difficult tasks, requiring specialized skill in one or more areas of the work assigned.

**REPRESENTATIVE DUTIES:** The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related or a logical assignment to this class. The essential duties of the class are indicated with an asterisk \*.

**BASIC FUNCTION:** The duties of this classification may involve performing the most technical and difficult tasks, requiring specialized or advanced skill in one or more areas of the work assigned. The duties below are not inclusive but characteristic of the type of work associated with the class. Individual positions may do all or some combination of the duties listed below as well as other related duties.

1. Operates digital duplicating copiers and related equipment to produce a variety of basic and high-quality color printed materials for students, faculty, and staff including but not limited to forms, stationery, flyers, posters, department programs, multi-colored brochures, District Commencement, catalogs, high-volume program books, and special projects Communicates effectively through a variety of communication modalities including but not limited to telephone, email, chat, video, and/or teleconferencing to consult with printing customers; verifies interpretations of print job order instructions and specifications; ensures print or copy jobs are compliant with District copyright policies and procedures; implements a proof checking system to provide error free accurate assistance for job completion. \*
2. Utilizes Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint) and various desktop publishing programs to troubleshoot, edit, correct problems, and compile file(s) from various software programs and applications to program and build a print job; prepares print job orders for final output. \*
3. Assists with the pre-production process such as formatting, paper selection, etc. and

post-production of operating and maintenance of binders, collators, paper cutters, paper drill presses, staplers, folder machines, and additional types of bindery equipment as needed for optimal mechanical performance. \*

4. Tracks and maintains supply inventory for department; prepares orders and submits purchase orders (POs) and requisitions for supplies and materials; partners with vendors to obtain price quotes, place orders, verifies received shipments, and signs on behalf of the department for received supplies and equipment. \*
5. Maintains accurate printing and production records and supply inventory to ensure department has an adequate supply of print and copy materials on hand to fulfill received and expected print and copy orders. \*
6. Operates a wide variety of powered and non-powered equipment including but not limited to dollies, carts, hand trucks, and pallet jacks etc., loads and unloads equipment, supplies, furnishings, and materials used by the District; exercises special handling techniques for transport of fragile, toxic, flammable, or short-shelf-life goods, as required. \*
7. Plans, organizes and prioritizes scheduled work to meet production timelines, coordinates the use of print shop equipment and effectively meets deadlines. \*
8. Handles and prints sensitive and confidential materials. Delivers materials to off campus locations as needed.\*
9. Adjusts, calibrates, and programs equipment to meet the requirements of each print or copy job. \*
10. Assists with and performs functions related to the receipt, processing, and delivery of incoming and outgoing mail and freight using a tracking system program/database. \*
11. Travels to satellite campus location to assist with electronic waste and District-wide inventory, as needed. \*
12. Assists various internal departments within the Facilities, Planning, and Management division with various projects or staffing needs, as requested. \*
13. Interacts with diverse populations and constituencies in a wide range of situations requiring judgement, tact, and diplomacy. \*
14. Performs minor, routine, or preventive maintenance of equipment; makes adjustments and arranges for repairs, maintenance, and servicing, as needed. \*
15. May serve on a variety of District committees as requested.
16. Performs other duties that support the overall objective of the position.

## **MINIMUM QUALIFICATIONS**

### **EDUCATION/EXPERIENCE:**

- High School Graduate, General Educational Development (GED), or post-secondary trade school; **AND**
- Four (4) years of experience working with multicolor, digital, high-speed copiers, within a print shop or duplication environment.
- Or, any combination of education and experience which would provide the required qualifications for the position.

### **CERTIFICATES, LICENSES, REGISTRATION, SPECIAL AND/OR OTHER REQUIREMENTS:**

- Required to hold and maintain a valid driver license **'if and when'** travel is required in the course of work.
- May be required to travel for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.

- Possession of or the ability to obtain within the first 6-months of employment (during probationary period):
  - A valid Forklift Operators Certificate\*
  - A valid Aerial Lift Operators Certificate\*
  - A valid Scissor Lift Operators License or Certificate\*

\*District will provide training for certifications if required to perform the essential responsibilities of the position.

**DESIRED QUALIFICATIONS:**

- Associate degree.
- Experience working in a public education environment.

***KNOWLEDGE, SKILLS, AND ABILITIES: (May be acquired through education, training and/or experience.)*****Knowledge of:**

- District and college policies, procedures, rules, and regulations related to the area of assignment.
- California Education Code and Title V as it relates to the area of assignment.
- Family Educational Rights and Privacy Act (FERPA).
- Rules, regulations, laws, and Board policies, and procedures governing the District.
- Terminology, methods, practices, and processes used in the production of printed materials containing text, graphics, and images.
- Tools and materials used with presses and high speed, direct impression, computer-aided document publishing centers.
- Types, qualities, weights, and uses of inks, chemicals, and paper for best results in digital printing.
- Page layout and graphic design concepts.
- Sufficient human relations skills to serve customers, consult on work orders, and convey concepts to others including other printing staff.
- Mobile devices and applications utilized by the District and/or college.
- Methods, processes, operation, maintenance, and materials used in the operation of high-volume copy machines, digital duplicating copiers, and related equipment.
- Toner and paper stock used in duplicating and print work.
- Safety factors necessary in handling chemicals, toners, and equipment.
- Applicable safety practices observed in printing and duplicating services.
- Computer operations and usage as well as various word processing and desktop publishing software programs.
- Proper spoken and written English usage.
- Elements of proper grammar usage, spelling, vocabulary, and punctuation.
- Sufficient math skills to compute quantities, percentages, size, and measurements.
- Composing, proofreading, and preparing correspondence.
- Record-keeping, filing, file sharing, and filing system methods and techniques.
- Effective communication skills both verbally and in writing.
- Computer software programs, applications, databases, and Enterprise Resource Planning (ERP) systems; computer hardware and peripheral equipment related to the area of the assignment.
- Modern office practices, procedures, methods, and techniques.

**Ability to:**

- Independently perform the essential responsibilities of the position.
- Understand and apply District and department policies and procedures related to the area of assignment.
- Integrate local, state, and federal laws and regulations related to the area of the assignment.
- Read, understand, learn, interpret, and apply rules, regulations, policies, and procedures related to the area of the assignment.
- Perform all press and direct image duplicating.
- Pre-press work such as layouts and paste ups.
- Operate peripheral equipment for folding, cutting, collating, hole punching, and other finishing methods and techniques.
- Operate multiple presses and/or copiers simultaneously.
- Identify poorly functioning/malfunctioning equipment and follow technical manuals to diagnose and make repairs.
- Work collaboratively with customers and others who are connected to production of printed materials.
- Understand, learn, and apply District and department policies and procedures as they related to the area of assignment.
- Integrate local, state, and federal laws and regulations.
- Department and/or program policies and procedures.
- Read, understand, interpret, and apply rules, regulations, policies, and procedures.
- Learn quickly and understand the demand of print and duplication schedules, procedures, and use of printing materials, methods, processes, and equipment.
- Provide information pertaining to the area of assignment, department policies, procedures, and other pertinent information.
- Troubleshoot routine problems with equipment and work-orders.
- Operate a computer to perform a variety of administrative responsibilities such as recordkeeping, filing, and file sharing methods and techniques.
- Utilize various word processing and desktop publishing software applications for successful job performance.
- Troubleshoot routine desktop publishing print orders.
- Utilize keyboarding skills commensurate with the required functions for this position.
- Set up and operate digital duplicating machines and equipment.
- Perform routine maintenance on machines and equipment to keep them in good working order.
- Make required mathematical calculations rapidly and accurately.
- Work under pressure to meet printing deadlines.
- Plan, organize, and prioritize workload to meet schedules and timelines.
- Independently apply good judgment in making sound and educated decisions.
- Understand and carry out verbal and written instructions and direction.
- Effectively communicate both verbally and in writing.
- Communicate clearly and concisely, both verbally and in writing.
- Demonstrate printing procedures and equipment use for students and staff.
- Learn and interpret rules, regulations, policies and procedures as the relate to the area of assignment.
- Maintain accuracy and pay close attention to detail in a fast-paced environment of changing priorities.

- Compile, organize, and use various financial information necessary in the preparation and monitoring of budgets.
- Update and maintain files, file sharing, filing systems, and records accurately and completely.
- Compose correspondence and reports.
- Use discretion and handle students, staff, and faculty in a diplomatic manner.
- Update and maintain records, files, file sharing, and filing systems accurately and with confidentiality.
- Exercise problem solving and critical thinking skills related to the scope of authority.
- Utilize keyboarding skills commensurate with the required functions for this position.
- Effectively and fluently utilize computers to perform advanced-level document production including the complex formatting of documents, creating charts, establishing and maintaining databases and spreadsheets.
- Utilize computer software programs, applications, and databases; computer hardware and peripheral equipment related to the area of assignment.
- Communicate with students, staff, and the public in person and via a variety of communication modalities using various technology resources.
- Work with diverse populations.
- Establish and maintain effective and cooperative working relationships with those contacted in the course of work.

**RELATIONSHIPS WITH OTHERS:**

The incumbents in this class are in daily contact with department, college, District faculty, staff, administrators, students, vendors, and the public, as needed.

**SUPERVISION EXERCISED and/or RECEIVED:**

The incumbents in this class may provide work direction and/or guidance to lower-level staff, student workers, student assistants, and/or short-term, temporary staff.

The incumbents in this class receive general supervision from the assigned manager or other administrative superiors. Supervision is provided regarding interpretation and application of District, college, and/or department policies and procedures, applicable state and/or federal regulations. Work is usually performed independently and reviewed by supervisors as needed to ensure accuracy, completeness and compliance with practices and regulatory standards.

Incumbents in this class follow policies and guidelines as outlined by the District, college and/or departmental procedures, policies, and directives.

**PHYSICAL AND MENTAL DEMANDS:**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Physical Demands**

While performing the duties of this classification, the incumbent is regularly to perform work of an active nature. The incumbent is required to sit, walk, and/or stand for extended periods of time, speak or hear, both in person and by telephone. Use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift and carry up to 25 pounds. must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment, The incumbent may be required to bend at the waist, kneel and/or crouch; move about the college or District site(s).

Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

- **Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work.

### **WORK ENVIRONMENT AND CONDITIONS:**

- **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The incumbent works under typical office conditions, and the noise level varies depending on machinery and equipment in use.

- **Working Conditions**

Work is performed primarily indoors where some safety considerations exist from extended standing while performing work utilizing a variety of printing, mail, and office machinery and equipment; the incumbent may be required to lift, move, and deliver medium to heavy weighted materials. The incumbent is subject to frequent interruptions from staff and performs work in a moderately noisy environment related to the use of required equipment and machinery throughout the course of the day. The incumbent may be exposed to handling chemicals, consumables, and heavy materials.

### **Butte Glenn Community College District (BGCCD) IS AN EQUAL OPPORTUNITY**

**EMPLOYER:** To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Butte Glenn Community College District is committed to creating a diverse workforce focused on equity, inclusion, and accessibility for all faculty, staff, administrators, managers, and students. The District is dedicated to building an environment that supports our diverse student populations providing opportunities to mentor, encourage, and prepare our students to be successful in the world and expose them to global perspectives. Our District community of professionals is devoted to enriching our students' lives by bringing to light a variety of ways to engage and discover their individual and collective paths through education.

**BGCCD is** committed to the principles of equal employment opportunity. It is the District's policy to ensure that all qualified applicants for employment and employees have full and equal access to employment opportunities and are not subject to discrimination in any program or activity of the District on the basis of ethnic group identification, race, gender, color, language, accent, citizenship status, ancestry national origin, age, sex, religion, sexual orientation, gender identity, parental status, marital status, veteran status, physical or mental disability or medical condition, or on the basis of these perceived characteristics.