

**San Jose · Evergreen Community College District
Classified Job Description**

Position: Reprographics Technician

Department: Reprographics

Location: District-wide

Date: February 13, 2019

POSITION PURPOSE

Reporting to the Supervisor or assigned administrator, the Reprographics Technician is responsible for a variety of technical and skilled tasks in the Reprographics operation; provides high volume document processing and printing services including multiple-color products. Operates, maintains high-speed production printer and copying/printing equipment. Participates in staff cross-training assigned to the production and finishing areas at any of the department locations.

DISTINGUISHING CHARACTERISTICS

This position is focused on achieving expertise in the use of all reprographic equipment. Experience in this position could lead to senior positions in technical reprographic areas and production coordination. This position provides support in all aspects of the production schedule including interacting with users, setting priorities, tracking progress and resolving schedule conflicts and problems. Routinely operates and maintains advanced and complex reprographics equipment, participates in department planning, development and implementation of department goals, objectives, policies and procedures.

KEY DUTIES AND RESPONSIBILITIES:

1. Participate in the establishment of production schedules and setting of priorities including revising schedule as needed. Produce jobs according to specifications, using professional judgment and reorganizing schedule as needed to meet deadlines and priority changes.
2. Receive jobs electronically or manually and make print-ready. Screen, review and verify printing requests and prepare for print using appropriate software, including reformatting if necessary. Maintain original hardcopy and electronic master files and follow procedures regarding job tracking system.
3. Monitor equipment performance; recommend equipment updates, perform daily, weekly and monthly maintenance and monitor repairs on departmental equipment; place calls for equipment repair and service and work with vendors.
4. Respond to user questions and inquiries in a timely manner using available communication methods such as telephone, e-mail, text, social media, oral and written forms of communication.
5. Set up, operate, maintain and perform minor repair on a full range of offset pre-press/press, high-speed production printer and copying/printing equipment as well as bindery/finishing equipment as needed.
6. Perform basic graphic art layout, edit files and perform a variety of graphic arts using the installed application in the printer console.
7. Identify and resolve a wide variety of production problems and assist in determining proper use and operation of materials, equipment and methods including appropriate selection of ink, print stock and other related materials for assigned jobs.
8. Know and comply with all safety requirements related to area of assignment. This includes properly mixing, handling, storing and disposing of hazardous chemicals and chemical solutions used in the offset printing processes, cleaning and maintaining of equipment. Keep hazardous chemicals usage and disposal records.

9. Operate a computer workstation using a variety of applications such as electronic mail, Internet browsers, word processing, spreadsheet, database management software and web applications.
10. Maintain departmental job logging/tracking database; provide departments with monthly reports from the online print management application. Familiarize with the functions and capabilities of the application.
11. Participate in the development and implementation of department goals, objectives, policies and procedures. Make recommendations for business process improvements.
12. Prepare printed materials for distribution and delivery. Safely operate a variety of peripheral equipment including but not limited to bindery, wrapping, cutting, stacking, and sorting devices as needed.
13. Maintain accurate inventory of paper, supplies and materials used, establish proper inventory control and levels and conduct periodic physical inventories. Request for supplies as appropriate.
14. Serve as a technical resource for co-workers and users regarding printing issues, departmental services, job requirements and procedures. Assist staff and faculty in the operation of self-service copying and related services.
15. Assist in training of Reprographics staff, hourly employees and student workers on new and existing equipment, policies and procedures. Provide guidance as needed.
16. Follow security measures in place to protect confidentiality of examination materials.
17. Use assistive devices (i.e. pallet jacks or forklift) as needed for receiving materials, organizing materials, and preparing materials for shipment. Follow safe operating rules at all times. Clean up pallet debris, boxes away from walkways on an ongoing basis.
18. Support mail services by providing assistance with receiving, sorting, and distributing incoming mail to campus locations. Backup support for mail services delivery by driving safely to all District locations.
19. Support other operations and facilities of the department as needed and be proficient in mail/packaging logging/tracking application.
20. Perform preventative maintenance of offset printing equipment. Lubricate and clean mechanical parts, rollers, and other interior components.
21. Perform other related duties related to the position as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

1. Single and multi-color offset press and pre-press equipment used by the department as well as materials used in production such as ink, paper and chemicals.
2. Principles and practices of networked production printing.
3. Copy, binding, and ancillary equipment used for making copies and finishing/biding completed materials.
4. Safety practices and requirements including handling of hazardous chemicals.
5. Use of computers for online file management, job preparation and electronic communications.

6. Leadership, creativity, and organizational skills to meet customer requests on a timely basis.
7. Principles and practices involved in performing the job including establishing production schedules, troubleshooting problems and training of others.
8. Basic math skills and proper oral and written English usage.
9. Modern office practices, procedures and equipment including computer operation.

Skills and Ability to:

1. Review, interpret and recommend printing services in order to meet user's needs.
2. Interpret, explain and recommend improvements pertaining to department policies and procedures, work orders, safety guidelines.
3. Operate, maintain and troubleshoot the full range of offset pre-press and press, high-speed production printing and copying/printing equipment, and peripheral equipment as well as use of associated materials.
4. Establish printing schedules in order to meet deadlines, handle frequent interruptions and work independently.
5. Use assistive devices following established safety procedures.
6. Communicate effectively, interact and discuss technical information with co-workers and users.
7. User a computer for ongoing daily tasks including MS Office suite of applications.

Experience and Education:

1. High School diploma or equivalent supplemented by training or coursework in business, offset printing, print technology, graphic arts or related field.
2. Three years of experience in operation of high-speed production printers, presses, finishing equipment and bindery support equipment. Experience must include at least one year operating high speed production printers.
3. Experience in use of computers and software programs for document management, web applications, production scheduling, and job preparation, including operation of high-speed production printing equipment.
4. Proficiency in basic keyboarding.
5. Demonstrated sensitivity, knowledge and understanding of the diverse academic, socioeconomic, gender identity, sexual orientation, cultural, disability, and ethnic backgrounds of groups historically underrepresented, and groups who may have experienced discrimination.

Licenses and Certificates

1. May require a valid driver's license.
2. Forklift certification (certification training assigned by supervisor)

WORKING CONDITIONS

Environment:

1. Work is performed indoors where health and safety considerations exist from extended standing and physical labor and handling of chemicals, consumables, and heavy materials.
2. Warehouse environment.
3. Driving a vehicle to conduct work.
4. Dust, noise and fumes from equipment operation.

Physical Demands:

1. Maintain cardiovascular fitness to engage in active physical labor and to function effectively under pressure to meet production deadlines and timetables.
2. Visual acuity to write and read printed materials and computer screens, and observe printing processes.
3. Speech and hearing ability to carry on ordinary conversation and hear sound prompts from equipment.
4. Ambulatory ability to stand upright, forward flexing, push, pull, stoop, bend, and reach for long periods of time to operate printing, photocopying, and other equipment. Strength to carry heavy weight (max. 50 lbs.) materials and supplies.
5. Requires the ability to operate a commercial forklift.

Board Approved: 2/12/2019 (updated duties and experience)

Salary Range: 70

EEO Category: 2B3 – Technical/Paraprofessional