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CLASS SPECIFICATION

PRINT SERVICES TECHNICIAN

NATURE AND SCOPE OF WORK

The incumbent in this position is responsible for providing cost effective production of educational, promotional, and marketing materials by operating a wide range of high-speed, high-volume printers and assorted bindery and finishing equipment. Duties include customer service, and technical and clerical support. This position reports to the Manager, Bookstore & Print Services.

ILLUSTRATIVE EXAMPLES OF WORK

- Provides comprehensive customer service to internal and external customers by greeting customers, listening, and questioning to ascertain needs, and showing, explaining, and informing of the feasibility, quality and cost of the print services performed and/or expected timelines to create sales and enhance the overall service image of Print Services. This includes answering telephone, in person, and email inquiries; resolving customer requests/concerns/problems directly; and referring complex problems to the manager.
- Operates multiple high-speed printers including a Xerox Nuvera 120EA, Xerox Versant 80 colour and a Ricoh 8100s and operates bindery/finishing equipment (ie. punch machine, cutters, folding machine etc.) to produce academic, course, promotional and marketing materials.
- Maintains a First In, First Out (FIFO) system for scheduling all work and utilizes an online order system to collect and track production of print order requests. Maintains online order system by creating and managing user accounts, updating pricing and other settings as needed.
- Oversees the day-to-day operations of Print Services to ensure print requests are fulfilled within established delivery deadlines and work is accurately estimated for production time and pricing. Communicates with customers to inform of any delays with requests.
- Coordinates production on print requests according to established procedures including determining work priorities, resizing, and formatting print files, providing proofs, completing quality control checks, and communicating any issues to customers to ensure jobs are completed within deadlines and expected quality.

- Arranges for the shipping and receiving of print orders and supplies by lifting, unpacking and moving of inbound/outbound shipments, verifying quantities of goods against invoices, reporting variances and packing print orders to ensure prompt delivery.
- Maintains inventory of paper and printer supplies by monitoring inventory levels and placing restocking orders when required.
- Maintains university usage of PaperCut accounts for departments by adding funds and ensuring multifunction devices are allocated sufficient funds for operation. Communicates any mechanical issues to IT Services or service provider. Reports department cost center charges to Finance.
- Performs regular maintenance on production printers by coordinating system updates and preventive steps, clearing errors, replacing toner and paper, and running maintenance tests to ensure optimum quality is achieved.
- Troubleshoots and performs minor repairs on equipment (ie. correcting paper jams, sensor clearing, cleaning and connectivity) and escalates more complex diagnostics to service representatives.
- Coordinates with vendors for production of external print orders (i.e. business cards, coil binding, etc.) and follows up on the status of in progress offsite print requests.
- Liaises with suppliers and service providers to reconcile invoices to ensure accounts and lease agreements are kept up to date and billing is accurate. Forwards invoices and purchasing card statement for authorization for payment by the Manager, Bookstore & Print Services.
- Promotes the services offerings offered by Print Services to university departments and researches requests by departments for feasibility of requests that fall outside of current offerings (ie. large scale posters, photo books etc.)
- Provides guidance, training and support to a Floater, Corporate Services and a Bookstore and Print Services Clerk II who are assigned to Print Services on an as needed basis.
- Maintains accurate records of work orders, costs, consumables, supplies and equipment usage and maintenance to ensure invoices are reconciled correctly to provide statistical information and reports for Print Services. Performs clerical tasks such as filing, data entry and archiving to ensure ease of information retrieval. Maintains office records and training manuals.
- Prepares and submits cost centre charge overs associated with Print Services jobs to the Finance department by established month and year end deadlines. Ensures accurate records of charges are reconciled including requests for printer supplies.
- Prepares recommendations on policies, procedures, improving services, and new services including reviewing services, investigating new procedures and equipment requirements, and preparing proposals for service provision and equipment purchase.
- When operationally required, will work in the bookstore.
- May be required to take training and act in the capacity of a floor warden as part of the University's Emergency Preparedness Plan (Fire, W.H.M.I.S, Earthquake).

- Performs duties related to the qualifications and requirements of the position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- 45 wpm keyboarding skills with a high degree of accuracy.
- Excellent customer service skills with the ability to deliver positive customer experiences.
- Thorough organizational, troubleshooting, and analytical skills.
- Thorough knowledge of the operation and basic maintenance requirements of a wide range of high-speed, high-volume printers and assorted print finishing equipment.
- Thorough knowledge of paper stocks, weights and other supplies used in printing.
- Thorough knowledge of Microsoft 365, including Outlook, Teams, Word, and Excel and Adobe Acrobat.
- Working knowledge of Workplace Hazardous Materials Information System (W.H.M.I.S.)
- Working knowledge of office practices and procedures, and clerical tasks such as sorting and filing.
- Working knowledge of the policies and procedures that govern the University, Bookstore and Print Services operations.
- Ability to estimate, plan, organize, schedule, and oversee a variety of printing tasks and to resolve work problems with considerable independence of judgement.
- Ability to operate digital printers, scanners, online account systems (ie. PaperCut), document management systems, finishing and bindery equipment at an advanced or administrative level.
- Ability to adjust and perform minor maintenance tasks on a variety of Print Services equipment.
- Ability to exercise mature judgement and initiative.
- Ability to prioritize work to meet departmental goals and university deadlines and work with minimal supervision.
- Ability to compose business mail correspondence using an email application.
- Ability to understand and carry out oral and written instructions effectively.
- Ability to establish and maintain effective working relationships with other employees, students, vendors, and the university community.
- Ability to plan, assign and review the work of others engaged in basic tasks.
- Ability to provide training and guidance to staff assigned to the department.
- Ability to handle confidential/sensitive material with discretion.
- Ability to maintain records and perform arithmetic calculations with a high degree of accuracy.

- Ability to perform routine troubleshooting
- Excellent mechanical aptitude.
- Ability to safely lift and carry heavy packages, merchandise and equipment within the limits defined by the WCB (up to 29 kg)
- Ability to stand and walk for approximately 2 hours per day.

TRAINING AND EXPERIENCE

- Completion of Grade 12.
- Training in a wide range of high-speed, high-volume printers and assorted print finishing equipment
- Two years related experience working in the print industry.

REQUIRED CERTIFICATES, LICENCES AND REGISTRATION

- None.