

Nipissing University JOB DESCRIPTION

POSITION TITLE::	Print Shop Technician
DEPARTMENT:	University Technology Services
CLASSIFICATION:	Technician B
WAGE GRADE:	WG 40
EMPLOYMENT DEFINITION:	Full-time Support
SUPERVISOR:	Manager, Client Services
DATE LAST REVISED:	September 2024

SUMMARY OF FUNCTIONS:

Reporting to the Manager, Client Services, the Technician is responsible for ensuring the timely and accurate provision of all services offered through Print Plus, Nipissing University's in-house full-service document production centre. These services include production printing, wide format printing, dye sublimation, engraving, embroidery, lamination, coursepacks, creation of faculty dossier and departmental accreditation documents as well as a wide variety of binding, signage, finishing, and specialty product solutions.

The Technician is responsible for maintaining a professional demeanor in a customer service-oriented environment in which the highest quality control standards are adhered to. The Technician must work directly with a varied clientele including faculty, staff, students and external customers. The Technician is also responsible for the training and guidance of student workers with a focus on health and safety practices, general maintenance of all equipment in the print shop and all fleet multi-function devices (MFDs) located throughout the University. Other duties include preliminary copyright assessments, preparation of various usage reports, pricing, quotations, invoicing, monitoring inventory and daily cash reconciliation and deposits. The ability to maintain the highest levels of confidentiality with regards to materials processed is required.

DUTIES & RESPONSIBILITIES:

Production and Service Delivery

(60%)

- Process highly confidential work according to departmental standards and procedures
- Scan, edit, format, enhance and print all materials submitted, both hardcopy and digital files
- Prioritize incoming work to ensure feasibility of job within required deadline
- Assist in the establishment of quality control measures within Print Plus, ensuring all team members are adhering to the standards put in place
- Communicating with coworkers regarding deadlines and workloads, utilizing team members as appropriate
- Coordinate proper staff coverage of two separate physical locations (production and customer service)
- Manage all aspects of wide format print services, demanding strict attention to detail in all processes
- Use of specialized tools and measurement techniques for wide format trimming, cutting and installation
- Use of cold laminator equipment for wide format finishing
- Creation and installation of unique finished products (e.g. signage, window coverings, name tags/plates)
- Creation of faculty dossiers for promotion and tenure
- Creation of faculty coursepacks including scanning, formatting, delivery to bookstore and rain checking

- Preparation of highly confidential materials for departmental accreditations, as well as teaching evaluations
- Process all onsite final exams, which demand strict adherence to established processes
- Provide binding, cutting, folding, creasing and drilling services
- Provide Braille, dye sublimation, engraving and embroidery services
- Production of branded clothing using dye sublimation, heat presses, embroidery and wide format product
- Evaluate unpredictable assignment requirements as they arrive to maximize machine efficiency
- Manage print queue, ensuring that all jobs are printed by priority in restricted time frames
- Scan documents for OCR, JPEG and PDF conversion
- Conduct preliminary copyright assessments and approvals of incoming materials
- Ensure proper levels of inventory are maintained for all services to ensure no delays in production
- Ensure proper storage and disposal of hazardous waste materials from the wide format printer
- Conduct maintenance on wide format printer using personal safety equipment (gloves, goggles, coat)
- Perform maintenance on scanner at regular intervals to ensure optimum performance
- Monitor fleet MFD alerts to ensure timely response to equipment malfunctions
- Perform maintenance on in-house production printers as well as fleet MFDs
- Assist in creation/deletion of user codes on all MFDs
- Troubleshoot problems by interpreting technical manuals and placing service calls, ensuring interim solutions
- are made available where required
- Communicate and negotiate with Xerox technicians regarding equipment servicing
- Participate in specialized training on new production equipment, working closely with service technician on an ongoing basis in terms of learning in-house problem identification and resolution
- Maintain clean and safe work areas following health and safety standards

Customer Service

(25%)

- Provide product and service solutions to internal and external clients in a timely and accurate manner
- Follow up with clients to ensure product and/or service provisions have met expectations
- Consult with clients to determine best solutions to unique requests
- Maintain customer service by monitoring and rectifying quality control issues
- Deal with client concerns in a professional and timely manner
- Provide advice/guidance/costing on options available to customers for printing and binding
- Demonstrate proper use of fleet MFDs to faculty and staff

Financial Responsibilities

(10%)

- Daily reconciliation of cash and debit sales and delivery to Finance office
- Calculate and track monthly earnings from cash register
- Calculate prices of coursepacks going to the bookstore and to internal departments
- Preparation of invoices internal and external work
- Assist in the preparation of monthly reports for the finance department to bill for internal services
- Preparation of monthly photocopying usage reports
- Preparation of quotes for internal and external clients

Student Coordination

(5%)

- Assist the manager and the UTS coordinator with the recruitment process for student workers

- Assist with training student workers in all aspects of print shop operations including departmental and University policies and procedures
- Guide student workers and new employees in the timely and accurate provision of all services available in Print Plus
- Assign, coordinate and establish work priorities for student workers
- Ensure quality control standards are maintained as well as high levels of customer service
- Ensure all student workers strictly adhere to health and safety practices

Any other duties as assigned.

QUALIFICATIONS:

Education: Two-year related diploma from a recognized college

Training and/or experience may be substituted for formal academic training at the discretion of the University.

Training, Experience, Knowledge & Skills Required:

- One year of relevant work experience (i.e. print shop operations)
- Experience with wide-format printing and product solutions
- Experience in the proper handling of hazardous waste and general health and safety practices
- WHMIS and laboratory safety training
- Experience in digital production printing
- Experience in general MFD maintenance
- Experience in a variety of software applications
- Experience in customer service relations and handling cash and debit transactions
- Knowledge of print shop operations, including the handling of hazardous waste and health and safety practices
- Ability to maintain the highest standards of confidentiality
- Strong organizational skills to ensure deadlines are respected
- Ability to work independently and in a team environment
- Ability to prioritize work while dealing with multiple and conflicting demands, distractions and interruptions
- Knowledge of print shop and fleet equipment for regular maintenance and operations and troubleshooting with service representatives
- Excellent oral and written communication skills
- Basic knowledge of copyright regulations and fair dealing
- Knowledge of a wide variety of software programs
- Knowledge of university practices/procedures
- Ability to be flexible and to adapt to unpredictable situations and challenges
- Ability to quickly learn new software applications on demand
- Ability to provide general guidance to student workers in terms of work assignments, priorities, operational instructions
- High level of tact and diplomacy
- Awareness and sensitivity to student cultural differences and special needs
- Attention to detail and ability to recognize errors and inconsistencies

- Excellent communication (oral and written), interpersonal, customer service, multi-tasking, time management and problem solving skills
- Ability to adapt to a changing environment
- Ability to maintain confidentiality

RELATIONSHIPS/CONTACTS:

Supervised by: Manager, Client Services (UTS)

Internal Contacts: Faculty, students and staff

External Contacts:

- Canadore College students
- General public (external customers)
- Service and sales representatives
- Other print shop representatives

MATERIALS UTILIZED:

- Xerox black and white production printer
- Xerox digital colour press
- Rolland wide format colour printer and wide format laminator
- Xerox Digipath Series 700 and 4790 scanners
- Digipath software applications
- Job Tracking System
- Various departmental fleet MFDs
- Wide format finishing products and equipment
- Windows based operating systems and software packages
- Spiral binder, cerlox binder
- Cash register
- Shrink wrapper, drill, specialty cutters, jogger, creaser, hot laminator
- Folding machine, shredder,
- Telephone, facsimile machines, email
- Braille embosser
- Dye sublimation printer and various heat presses
- Engraver
- Embroidery machine

PHYSICAL / MENTAL DEMANDS AND WORKING CONDITIONS:

- Fine motor movements (image editing, precision cutting for wide format products) for sustained periods of time
- Visual and mental concentration while dealing with constant interruptions and distractions and while trying to maintain a constant flow of often unpredictable deadline-oriented work
- Congested production area requires use of personal protection devices (e.g. hearing protection for noise levels, goggles, gloves, lab coat for possible exposure to hazardous waste, use of exhaust fan for perfect binding etc.)

- Moderate to heavy demands lifting boxes of paper/toner and wide format product rolls etc.
- Sitting while scanning, editing, formatting and queuing print jobs to printers
- Standing and bending/hunching for sustained periods of time while binding, folding, cutting, other finishing duties
- Walking while working between various in-house printers and equipment, while serving customers at the counter, and while maintaining University MFDs
- Constant noise generated in print room by production equipment
- Exposure/contact to chemicals fumes and odours in print room (dry ink cartridges, toner cartridges, developer waste containers, dry ink waste containers and fuser lubricant, padding glue, shrink wrap, perfect binding glue)
- Possible exposure to hazardous waste chemicals (wide format cleaning solutions, ink etc.)
- Shared and congested office space and production area

I have read my position description and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all of my responsibilities as herein described.

Employee Name (Please Print)

Employee Signature

Date

Approvals

Supervisor

Date

Human Resources

Date