

Senior Print Operator

DEFINITION

This is supervisory and hands-on work involved in the operation of a large scale digital print services processing site.

Employees within this class are responsible for the control and scheduling of a variety of activities related to the production and distribution of printed output subsequent to computer/desktop processing.

The work of this class includes the scheduling and processing of printed output through a variety of print and finishing equipment including laser printers, bursters, and envelope inserters. The nature of the work performed requires employees to act with independence and to use judgement when technical difficulties are encountered and to ensure problems are prevented and unavoidable malfunctions rectified expeditiously.

Employees in this class supervise the work of subordinate print operators and other staff related to print operations and services. The work is performed under general supervision and is reviewed to ensure completion and conformance to established, policies, standards and operational requirements.

TYPICAL DUTIES *

Supervise subordinate print operators and others and gives technical and instructional assistance as required; participates in the recruitment and selection of print services operational staff; performs employee performance evaluations; schedules resources and plans staffing levels.

Provide subordinates with direction and training with respect to procedures and methods of operation of print processing hardware including printers, envelope inserters, and other finishing equipment.

Maintain workload schedules and is responsible for scheduling work in accordance with the capacity of the equipment utilized.

Operate and monitor print processing equipment; reacts to any irregularities by taking corrective or remedial actions; analyses stoppages and makes minor adjustments; records and reports unusual occurrences, and error situations and malfunctions. Advises relevant operational and repair personnel in the event of major disruptions, and initiates alternative processing procedures as necessary.

Provide information, consulting, and technical assistance to users, print operators, and others; communicates with users on requirements and problems; and responds to incoming calls by users and others.

Control and maintain stocks of paper, print device consumables, and pre-printed supplies of forms, ensuring adequate stocks to meet current needs.

Test new printers and equipment and advises as to suitability of equipment to the Print Services area.

Perform related duties as required.

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KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of the techniques used in print output and distribution operations.

Ability to supervise and direct the work of subordinates.

Ability to establish and maintain effective working relationships with subordinates and superiors and to work in a high pressure environment.

Ability to make interpretive decisions related to operations policies and procedures.

Ability to adhere to production schedules and to maximize output processing utilization and performance.

Ability to communicate clearly and logically, both orally and in writing.

Ability to lift and manipulate print output supplies, printer consumables, and related equipment maintenance materials.

TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

Completion of a Certificate Program in Computer Technology or a discipline related to site management. A minimum of three (3) years of progressively more responsible experience in data processing, with experience in the supervision of print operations personnel.

* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

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Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code	0384		0385	
Last Updated:	2001-07			
Previous Updates:	1994-10, 1993-03, 1987-01, 1986-04			
Originated:	1982-09			