

**COPY CENTER TECHNICIAN**

| **Reports to:**  | Director, Purchasing and Materials Management |
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| **Dept:** | Purchasing and Materials Management | **Range:** | 16 |
| **FLSA:** | Nonexempt | **EEO:** | Service and Maintenance |

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.*

### BASIC FUNCTION:

Under general supervision, coordinate and manage the district’s printing and copy service operations including oversight of the district’s central onsite copy center; the district’s decentral­ized satellite department-level copiers; all of the district’s outsourced printing and publish­ing services; and related contract services in support of these activities; train, coordin­ate and provide work direction to copy services staff; and perform related duties as assigned.

### DISTINGUISHING CHARACTERISTICS*:*

Copy Center Technician is distinguished from Copy Operator in that an incumbent in the former class is responsible for the effective operation and maintenance of the entirety of the district’s in-house reprographic capabilities and any required supporting services obtained on a contractual basis.

### ESSENTIAL DUTIES & RESPONSIBILITIES:

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.*

1. Oversee the operation of the district’s Central Copy Center; provide on-demand walk-up copy service for district faculty and staff; develop and monitor methods for processing and distributing secure and confidential documents, such as student examinations and Board materials; develop and monitor methods for quality control and efficient work processing schedules, including determining work priorities and preparing various reports; oversee, operate and maintain various kinds of high-end repro­graphics and related peripheral equipment.
2. Oversee the district’s decentralized satellite copier fleet; monitor department-level copiers at multiple campuses; in collaboration with Purchasing, perform need and function analyses to ensure copier specifications fit the respective needs of the department and provide the highest possible value to the district; coordinate with district vendors and contractors in the procurement, operation, maintenance and support of the copier program; monitor and make recommendations regarding over- or under-usage of district copiers, including related financial information and metering data; oversee the replacement, setup and training for all new copiers and make recommendations on the redistribution or disposal of old copiers.
3. Maintain and distribute an appropriate stock of paper and supplies in support of the district’s Central Copy Center and decentralized copier fleet.
4. Coordinate and oversee the district’s use of external printing services; in collaboration with Purchasing, develop and direct external contracts with printing service vendors to meet the district’s needs; monitor the services of external contractors, including quality and cost control throughout the process; proof and approve all printing work, including reconciliation of specifications and invoices; collaborate and confer with end users to determine appro­priate and cost-effective job specifications, annual usage requirements, and make recom­mendations accordingly; determine appropriate timelines for all printing projects; oversee high-volume production and distribution of printed materials throughout the district, including collaboration with the U.S. Postal Service on bulk mail requirements; colla­bor­­ate with external vendors and district staff to identify the most cost-efficient alternatives and tech­nologies pertinent to the work.
5. Monitor and report on budget resources, blanket order usage and recommendations for expenditures; maintain records of work performed and materials used; prepare periodic statistical and trend reports on various aspects of the reprographics programs.
6. Ensure compliance with all copyright and intellectual property regulations and requirements.
7. Order, stock and distribute paper stock and pre-printed station­ery items in support of all district sites.

### OTHER DUTIES:

1. Perform minor maintenance, adjustments and servicing to machines and equipment; request/order outside maintenance and servicing to machines and equipment as necessary.
2. Work proactively to develop high levels of customer service and satisfaction at all campuses; deal with customer service issues with accuracy, efficiency, tact and diplomacy.
3. Provide technical assistance and counsel to faculty, staff and administration on printing and copy service issues.
4. Perform related duties as assigned.

### KNOWLEDGE AND ABILITIES:

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1. District organization, operations, policies and rules of assigned department or program.
2. Proper methods, materials, tools and equipment used in the setup, operation, maintenance and repair of analog and digital copiers and bindery, printing and related equipment.
3. Printing and reprographics technology and production, including high-quality reprographic processes and standards used in digital imaging and networking systems, as well as remote copy job order and distribution systems.
4. Various reprographics supplies, chemicals, inks and papers, including xerographic paper, custom printing stock and specialty papers.
5. Graphics communication technology, layout, file compatibility, specialized software, four-color printing processes, poster production and complex artwork.
6. Safety policies and safe work practices applicable to the work, including OSHA and hazard­ous material specifications.
7. Interpersonal skills, including tact and diplomacy.
8. Practices of training and work direction.
9. Written and oral communication skills including correct English usage, grammar, spell­ing, punctuation and vocabulary.
10. Word processing, spreadsheet, database and specific reprographics software.
11. Modern office practices, procedures and equipment, including enterprise financial systems.
12. Contract administration.
13. Basic statistical analysis and recordkeeping techniques.
14. Applicable copyright and intellectual property rules and regulations.
15. Inventory control methods and techniques.

### ABILITY TO:

1. Fulfill requests for a wide variety of reprographic work and determine the most efficient technology, method and means to perform the work, whether onsite with district resources or contracted to an external vendor.
2. Plan, organize and prioritize reprographics services to ensure maximum efficiency and quality products.
3. Oversee reprographics contracts and blanket orders.
4. Monitor and report on departmental reprographic budgets.
5. Perform skilled setup, operation and maintenance of high-end reprographics systems, software and related equipment.
6. Operate and maintain various types of peripheral reprographics equipment, such as bindery units, power cutters, paper folders, drill punches, perforating, numbering and scoring equip­ment, hot glue applicators and shrink-wrapping equipment.
7. Edit and proof a variety of reprographics jobs and specifica­tions.
8. Perform arithmetic calculations accurately.
9. Communicate effectively both orally and in writing with external vendors and internal clients.
10. Resolve conflicts and problems effectively and diplomatically.
11. Maintain routine records and prepare reports, including statistical analyses and usage trends.
12. Maintain appropriate inventory of materials and supplies.
13. Develop and implement improved procedures and processes to maximize operational efficiency.
14. Understand and follow written and oral instructions.
15. Operate a computer and standard business software.
16. Meet schedules and timelines.
17. Maintain confidentiality of information and security of sensitive materials
18. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
19. Establish and maintain effective working relationships with all those encountered in the course of work.

### EDUCATION AND EXPERIENCE:

Graduation from high school or GED equivalent and at least three years of progressively respons­ible experience in reprographics and printing operations; or an equivalent combination of training and experi­ence.

### LICENSES AND OTHER REQUIREMENTS:

A valid California driver’s license and the ability to maintain insurability under the district’s vehicle insurance program.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

Work direction to Copy Center staff and temporary workers.

**CONTACTS:**

District administrators, faculty, staff, students, other college and community organizations,

vendors and contractors.

**PHYSICAL EFFORT:**

*The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Primarily sedentary with intermittent standing, walking, bending and stooping; occasional lifting and carrying of objects weighing up to 50 pounds; ability to travel to a variety of locations on and off campus as needed to conduct district business.

**EMOTIONAL EFFORT:**

Ability to develop and maintain effective working relationships involving interactions and com­munications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

**WORKING CONDITIONS:**

Primarily business office environment; subject to frequent public contact and inter­ruption; inter­mittent exposure to individuals acting in a disagreeable fashion; occasional evening, week­end and/or holiday hours are required on an as-needed basis.