



The University of North Carolina Wilmington

Print Document Services Technician Competency Profile

DESCRIPTION OF WORK: Positions in this class perform skilled work in print/document operations to produce a variety of printed materials. Positions may function in pre-press, press/digital and/or post-press/bindery areas. Positions in the pre-press area prepare copy for printing. Positions in the press area involve operation of one or more pieces of equipment each of which is used for a different printing function or to print a specific sized product. Positions may use conventional or digital techniques and equipment. Some equipment may be electronic and may utilize software applications to perform printing functions. Equipment operation usually includes some maintenance. Positions in the post-press area involve the finishing work such as folding binding, stitching, drilling, collating, and other related duties, most of which is accomplished with equipment. Some positions may include estimating, customer service, mailroom, warehouse, or supply room responsibilities. All positions require varying levels of quality control measurements/tools/equipment.

ROLE DESCRIPTIONS BY COMPETENCY LEVEL

CONTRIBUTING	JOURNEY	ADVANCED
<p>Employees at this level generally perform handwork or operate routine office, bindery or mailroom equipment; and/or they may operate automated equipment to perform standardized tasks to process a variety of print and copy materials. Employees function with close supervision. May require customer contact.</p>	<p>Employees at this level may operate an offset press, advanced digital copier equipment, electronic graphic design and workflow equipment or the most complex bindery equipment. The assignments are usually non-routine or complex, and require accuracy with close registration. Positions may require technical advisory meetings with customers. May involve routine job pricing at the customer service level. Work may involve training other employees to learn the operation of one or more pieces of equipment. Requires standard troubleshooting skills. Employees function with general supervision.</p>	<p>Employees at this level may perform technical preparation work, operate a large offset/digital press or produce detailed cost estimates for printing jobs. Assignments are most complex, utilizing specialized software or requiring tight registration. Employees in these roles can use all job related equipment in a complex shop. Requires advanced troubleshooting and quality control skills. Work may involve training other employees to learn to operate any of the equipment or functioning as lead worker. Employees function with minimal supervision.</p>

Competency	Definition
Knowledge-Technical	Technical skill or knowledge of printing
Equipment Operation	Knowledge of appropriate procedures for using, and ability to use specific equipment or machines to meet defined quality and quantity standards.
Problem Solving	Ability to identify problems, determine possible solutions, and actively work to resolve the issues.
Attention to Detail	Ability to accomplish tasks and processes accurately and completely.
Customer Service	Ability to develop and maintain strong relationships with clients or customers by listening to the client/customer and understanding and responding to identified needs.
Safety & Health Compliance	Ability to demonstrate an understanding of applicable policies and procedure. Ability to maintain conditions that ensure a healthy and safe working environment.

Competency	Contributing	Journey	Advanced
Knowledge-Technical	Basic knowledge of printing/copier principles and standardized procedures to perform a limited variety of recurring and related tasks /functions. Knowledge of State, Federal, OSHA, and University laws, rules, policies.	Working knowledge of printing & copying principles, procedures, concepts and practices to perform a variety of recurring and non-recurring tasks/functions. Working knowledge of printing or digital equipment operation, adjustments, and maintenance. Basic knowledge of graphic arts and related software. Working knowledge of color process printing.	Extensive knowledge of printing, estimating ,and or digital copier/ press principles, procedures, concepts, practices and equipment to perform a variety of specialized tasks/functions and to train others. Skill and ability to perform tight registration work. Specialized software, advanced analytical and troubleshooting skills.
Equipment Operation	Operates simple office, bindery/copier equipment to perform routine office and finishing functions. Operates offset press and peripheral equipment to perform standard/ repetitive print jobs. Sets up and makes adjustments to equipment according to instructions for material being printed, processed or completed. Performs simple preventive maintenance, cleaning and lubrication of equipment. Requires a working knowledge of equipment and operating procedures.	Operates complex bindery equipment. Operates offset press and/or related digital equipment to perform moderately complex jobs with close registration and using a variety of papers, inks, toner and chemicals. Performs maintenance and minor repairs on equipment. Requires working knowledge of equipment and operating procedures.	Operates highly specialized equipment to perform complex jobs requiring tight registration. Performs complex maintenance and repairs on equipment. Recognizes suspected problems that may not be covered in routine maintenance. Requires extensive knowledge of equipment and operating procedures. Estimators at this level must have advanced knowledge of all equipment specifications and performance abilities to plan and price jobs accordingly.

Competency	Contributing	Journey	Advanced
Problem Solving	Identifies and resolves routine problems. Refers unusual problems to higher level. May resolve equipment problems as outlined in manuals. Must be capable of quickly manipulating work if customer decides to make changes	Identifies moderately complex problems Troubleshoots equipment and makes simple repairs. Identifies potential problems in various areas of production. Uses standard techniques for problem solving.	Anticipates and proactively resolves complex issues. Correctly identifies problems or inconsistencies with equipment, materials and supplies. Serves as technical support for staff. Troubleshoots and researches to solve problems in all stages of print and digital production.
Attention to Detail	Follows instructions for assigned tasks. Performs routine or repetitious tasks completely and accurately. Understands quality printing and constantly performs checks of print job. Compares finished work to what is expected. Seeks approval of supervisor based upon complexity of task completed.	Thoroughly understands equipment and printing/sizing in order to measure and calculate exact and precise requirements for product. Performs close registration/ measurement for complex work. Thorough understanding of quality printing. Independently performs a wide variety of tasks with complex assignments. Continually monitors work in process. Ensures work meets standards.	Integrates quality control standards into details of most complex, advanced and specialized work. Must be able to perform complex duties requiring tight registration, adjusting equipment to detailed, intricate measurements and maintaining color consistency. Must be extremely accurate in measurements, able to work on several jobs at one time. Cost analysis/pricing detail is crucial on estimates.
Customer Service	Listens and checks for understanding of customer needs. Responds to customer needs within established parameters. Communicates with internal and external customers in person, via phone, and e-mail. Ability to record instructions for production and accounting.	Anticipates, identifies and understands customer's service needs. Effectively balances multiple priorities. Checks with customers to ensure product meets needs. Develops positive relationships with internal/external customers (vendors, other technicians, etc) Ability to understand and detail technical instructions and relay to production. Awareness of job status throughout production. Ability to price	Identifies trends that impact service delivery to customers. Makes recommendations to improve service delivery based on customer feedback. Makes recommendations to streamline processes/procedures, remove barriers and link resources for efficient and effective customer service. Develops creative, alternative solutions to respond to complex service needs. Identifies

		simple copy and print jobs.	common papers and understands the specifications of all equipment for best practices.
Competency	Contributing	Journey	Advanced
Safety & Health Compliance	Applies safety procedures, using guides for lifting, operating equipment safely and handling chemicals safely to avoid danger to self and others. Warns others in work area of potential hazards. Reports accidents to supervisor immediately.	Identifies and resolves potential safety problems or unsafe work practices. Demonstrates to other employees techniques and procedures using safe practices. Informs supervisor of unusual safety concerns. Reports accidents to supervisor immediately.	Provides safety training for other employees. Reads MSDS sheets and responsible for handling and safe storage of all related chemicals. Makes suggestions for a more sustainable and healthy workplace. Reports accidents to supervisor immediately.