

Support Services Technician



General Summary of Classification:

Operates various types of copiers, printing and sorting equipment; prepares copied/printed materials for distribution and delivery; prepares and maintains records related to copy and print jobs; performs other duties as assigned.

Examples of Primary Tasks, Duties and Responsibilities (TDR):

NOTE: This is not a job description. The following examples are intended to be illustrative of the nature and scope of TDR that are typically assigned to positions in this job classification. Examples below are not all comprehensive. Actual assigned TDR may vary based on operational needs.

- Handles all pre-production aspects of copy and print jobs for County agencies and departments (internal customers), includes reviewing job specifications from work orders, confirming specs, ensuring that customer provided files are sufficient to produce the job according to the specs, identifying the proper equipment and materials needed to produce the requested job, preparing or assisting with the preparation of quote;
- Handles all aspects of the production of approved copy and print jobs for internal customers, includes ordering materials, setting-up equipment, operating equipment, performing quality control checks, ensuring finished copy/print product meets job specifications, and preparing the copy/print job for distribution and/or delivery;
- Handles post-production duties, includes reviewing provided billing codes for accuracy, inputting codes and creating inter-departmental transfer (IDT) invoices, creating and maintaining job-related records, performing routine equipment maintenance, scheduling equipment repairs as needed;
- Assists with other Support Services Center operations as assigned, may include but not be limited to answering phones, filing, filling out forms, creating and maintaining records and reports, courier duties, maintaining inventories, etc.;
- Performs other duties as assigned.

Knowledge, Skills and Abilities (KSA) Typically Required:

- **Occupation-specific:** Sound knowledge and understanding of proper uses, set-up, operation and routine maintenance of types of copiers, printers and sorting equipment and other equipment used in the performance of assigned job duties; attention to detail; sound working knowledge of safety precautions and equipment necessary to safely operate equipment and perform the physical activities inherent to assigned job duties (lifting, carrying, loading, unloading, etc.); sound math skills; ability to accurately maintain files and records alphabetically, numerically and/or chronologically sound working knowledge of USPS mail handling regulations and County policies related to mail and packages; may require a valid driver's license and sound understanding of traffic laws and the safe operation of a vehicle.
- **Technical:** Sound computer skills with the ability to use computer and typical business software, proprietary software and applications, various wireless technologies and peripherals; ability to safely set-up and operate copying, printing and sorting equipment to complete primary job duties; ability to accurately set-up and operate mail sorting equipment, postage metering machines as needed.
- **Interpersonal, Communication and Customer Service:** Develops and maintains sound working relationships with staff in County departments and the Support Services Center; excellent collaborative skills with an ability work independently and as part of a team; cross trains and provides support to other staff, including performing courier duties as needed.
- **Decision-making and Authority:** Adheres to all established County and department policies; accurately determines the most efficient and cost-effective method for printing/copying a wide variety of mass mailings, large print/copy requests, and special projects handled by the centralized mail, copy and print center; typically resolves routine and less complex issues independently; appropriately involves supervisor in complex and unusual issues.
- **Leadership:** Non-supervisory. Trains other staff on the safe operation of equipment.
- **Environment:** Works primarily in an indoor setting; duties include working in a noisy environment, operating job-related equipment, and using hearing protection, equipment-related safety devices, and personal protection equipment (PPE).
- **Physical:** Visual and hearing acuity sufficient to safely operate copiers, printing and sorting equipment with minimal supervision, perform quality inspections during copy/print process, ensure finished printed/copied materials meet order specifications, ensure the safety of self and others, and to safely operate a County vehicle as needed. Physical ability sufficient to sort, prepare, load and unload paper, ink, toner, other heavy job-related materials and supplies, and the finished printed/copied materials safely; safely reach, lift, move and carry heavy loads; walk long distances in a delivery route inclusive of indoor and outdoor as needed.

Minimum Education and Experience:

Education: Completion of high school or GED preferred;

Experience: Previous relevant experience preferred;

OR: Any equivalent combination of experience and training which provides the necessary knowledge, skills and abilities.

Other Requirements (License, Certifications, Training, etc.):

- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Successful completion of all required NIMS courses.

NOTE: This is a class specification and not an individualized position description. A class specification defines the general nature and scope of duties and responsibilities of positions in a job classification. Class specs are not intended to describe and does not list all of the job duties and responsibilities that may be assigned to a specific position in a job classification.