REPRODUCTION SERVICE TECHNICIAN SERIES

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SERIES DISCUSSION:

The Reproduction Service Technician series encompasses positions engaged in high volume reproduction of quality printed materials. Reproduction Service Technicians engage in the operation of a range of equipment including offset process duplicators or digital printers, as well as such support equipment as folders, binders, collators, plate makers, and/or inserters to produce a diversity of products including letterhead, pamphlets, forms, brochures, and envelopes. Such activities involve the use of paper stock varying in weight and may include the production of half tones, duotones, and multicolor work.

In addition to positions engaged in offset press shop operations, this series includes operators engaged in high volume digital print reproduction activities. Such positions not only operate high volume xerographic (electrostatic) copiers, but also operate an array of peripheral equipment including folders, cutters, padders, inserters, and binders.

Specifically excluded from this series are those positions engaged in and limited to the operation of lesser volume xerographic copiers (typically characterized as user friendly) which may include a limited array of attached accessories, such as collators and staplers. Such positions should be allocated to other clerical classes.

The Reproduction Service Technician series includes class levels which serve in a leadership capacity over other Reproduction Service Technicians. However, positions vested with full line supervisory responsibilities are excluded from this series; the Reproduction Service Supervisor classes encompasses supervisory positions in offset press shop operations.

DEFINITION OF TERMS:

The principal function of Reproduction Service Technicians is equipment operation. Although lower level functions may be performed on more sophisticated equipment, in many cases the type of equipment operated serves as an indicator of position complexity and decision-making responsibility. The following description of equipment-related specification terms is provided to clarify level distinctions within the series.
Large Production Xerographic and Other Direct Process Duplicators - Large production xerographic duplicators require skill (2 days of training from the manufacturer is typically required) in the set up (programming), utilization of options, and maintenance.

Peripheral Equipment - In the production of printed materials, peripheral equipment is used to collate, bind, insert, fold, trim, drill, and package printed materials, and is commonly referred to as bindery equipment. The complexity of operating such equipment is related to functional capabilities of the machine and subsequent job set up and adjustment requirements. Basic peripheral equipment includes drills, padders, cutters, stitchers, wrappers, collators, mail inserters and single phase folders. Such equipment is considered basic as it requires a minimum amount of set up and adjustment and typically performs a single operation per pass through the machine. Complex peripheral equipment includes multi-stage folders, collators and binders requiring skill in performing the multiple steps and checks involved in the set up and adjustment for a particular job run. Multi-stage equipment, where multiple operations are conducted per pass through the machine (e.g., double fold; collate, fold and stitch) requires skill in the set up, alignment and timing of products through the machine.

Plate Making Equipment - Offset presses do not copy directly from the original, but instead require that the image from the original be transferred to an offset plate. This plate is then placed on an offset press for the production of copies. The production of offset plates may be fully automated, or semi-automated (requiring various manual steps in the production of a plate).

Offset Presses - Operations of offset presses range from basic operation of a single head (machine part housing ink and water distributors and the plate cylinder) sheet fed press in the production of single color, line copy to the duotone sheet fed press in the production of two sided multiple color, half tone, or duotone work. Multiple color work involves the process of printing more than one color onto one side of a sheet; half tones refer to reproduction of photographs; duotones, the reproduction of photographs in two colors. Regardless of whether the operation involves single or multiple head sheet fed presses, or high speed dual impression envelope jet presses, or automated offset press systems, a high level of skill is required to operate such equipment. Such skill is necessary for the many measurements and adjustments performed in machine set up and job run including; setting paper feed, cylinder and blanket pressures and timing; water and ink balance, plate cylinder registration and press run speed.

Duotone and Color Process Work - The printing of color photographs and other materials containing tone variations, using more than one ink for each of the color and shades to be included in the final product. The process involves multiple impressions (overlays) being placed on the same side of the page, one for each of the inks required (a single color reproduction is referred to as a half tone). Photographs reproduced by the offset method do not contain lines of information (such as a typed page), but instead are comprised of a series of dots which differ in size depending on the gradation of tones in the original. Process work is complex, and requires a high level of skill in determining proper overlay sequence, assuring proper dot and ink density and color, and assuring proper color to color registration and evenness of each color across the page. Detailed sample inspection using magnifying and other inspection instruments and necessary machine adjustments to assure quality output on a production basis are performed.
DISTINGUISHING FEATURES OF WORK:

Under immediate supervision, operates basic peripheral equipment and/or receives training in the operation of equipment including offset presses, and plate making equipment, and multi-stage peripheral equipment. Positions at this level are typically limited to the operation of lower level high volume reproduction equipment and receive training and gain skill in the operation of the more difficult offset press shop equipment.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Operates an agency's reproduction equipment; reviews job requests and determines production requirements including quantity, paper stock and bindery work; adjusts copy machine settings or programs, loads paper and initiates runs; operates collators, drills, stitchers and inserters, setting order of product, counters, page size, etc.; maintains equipment, cleans sensors, filters and screens, adds toners, fuser oil and developer.

2. Operates basic peripheral equipment as part of offset press shop operations; cuts, drills, collates, pads, stitches and folds materials according to job order tickets; determines page order, calculates settings and makes necessary adjustments to the machine for page order, stitch, or drill hole placement, paper cut size, etc.; prepares product for shipment, boxes finished product and labels for return to originator; completes job ticket indicating completion.

3. Receives training in the operation of the offset press shop equipment including multi-stage peripheral equipment, offset presses inks, cleaning and preserver solutions; gains skill in the set up, monitoring, adjustment and maintenance of equipment;, offset press feeder, register, pressure, speed, and ink and water settings; gains skill in determining and making necessary adjustments to correct product errors.

4. Operates automated inserting equipment on volume production; makes adjustments, cleans and lubricates inserting equipment; sorts, bundles and labels inserted materials.

5. Operates material handling equipment (i.e. forklift) to transport material and shred bales; dumps material into shredder, operates the shredder and baler and loads baled materials for transport.

6. Completes necessary logs and forms indicating job completion and production counts; prepares production, maintenance and supply reports.

7. Receives orientation and instruction regarding general copy or offset press shop procedures, and chemical and equipment safety.

8. Performs other duties as required or assigned which are reasonably within the scope of those enumerated above.

DESIRABLE REQUIREMENTS:

**Education and Experience**

Requires knowledge, skill and mental development equivalent to the completion of high school.
REPRODUCTION SERVICE TECHNICIAN I (Continued)

**Knowledges, Skills and Abilities**
Requires elementary knowledge of office practices and procedures.
Requires elementary knowledge of mathematics.
Requires elementary knowledge of mechanical equipment operation principles and safety procedures.
Requires skill and dexterity in the operation of mechanical equipment.
Requires ability to follow oral and written instructions.
Requires ability to lift and move 50 pound paper cartons.
Requires ability to establish and maintain satisfactory working relationships with other employees.
DISTINGUISHING FEATURES OF WORK:

Under direct supervision, operates offset press shop equipment which may include offset duplicating machines, high speed digital printers, digital color press, and peripheral equipment, including folder, padding equipment, three hole drill, and offline booklet binder; serves as a lead worker to lower level Reproduction Service Technicians. Positions at this level determine project needs and output quality while operating and monitoring equipment in the production of letterhead, booklets, posters, business cards, envelopes and other work which may involve half tones, multicolor line and other close registration work.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Operates offset duplicating machines, high speed digital printers, digital color press, and peripheral equipment, including folder, padding equipment, three hole drill, and offline booklet binder; produces line, half tone, and multi-color line work; reviews work order, determines paper and ink types and colors; fills ink and water solution reservoirs, paper feed tray, and mounts reproduction plate; on-plate cylinder; checks for proper feeder settings, water and ink distribution, pressure settings, plate alignment, blanket pressure, and press speed; performs test run and makes adjustments to correct for quality output on a production basis; tears down and cleans machine after job run.

2. Operates multi-stage peripheral equipment as part of offset press shop operations; determines project needs and evaluates output quality; makes necessary calculations and collates, folds, perforates, trims, and inserts in accordance with the job request; makes various adjustment settings to the multi-stage equipment including pressure and gripper settings, and assures alignment of the product through the various stages of the machine process.

3. Operates offset press plate making equipment; positions unexposed plate and flat on plate developer (burner) and develops according to gray scale or other predetermined timing method; coats plate with gum preserver solution.

4. Operates automated inserting equipment on volume production; makes adjustments, cleans and lubricates inserting equipment; sorts, bundles and labels inserted materials.

5. Performs the full range of printing functions in a small offset press shop; reviews job request, prepares offset plate, operating plate making functions; sets up and operates the offset press; subsequently performs necessary bindery work, cutting, collating, folding, stitching, padding, and packaging the finished product for return to the requester; performs necessary maintenance and repair.

6. Functions as a designated lead worker: assigns, reviews, and controls subordinate work on an ongoing basis; coordinates production assignments; provides guidance and direction to staff; provides input to line supervisor for subordinate performance evaluations.

7. Performs equipment repair and maintenance functions; uses various chemicals to clean and lubricate moving parts as indicated by manuals or shop procedures; replaces such items such as blankets, rollers, grippers and feeders.
REPRODUCTION SERVICE TECHNICIAN II (Continued)

8. Discusses printing needs and priorities with the requester; completes necessary job logs and production reports; completes and submits supply requests to the immediate supervisor; recommends equipment purchases.

9. Performs other duties as required or assigned which are reasonably within the scope of those enumerated above.

DESIRABLE REQUIREMENTS:

**Education and Experience**
- Requires knowledge, skill and mental development equivalent to the completion of high school.
- Requires one year of experience in the print reproduction trade.

**Knowledges, Skills and Abilities**
- Requires working knowledge of offset press, bindery, darkroom and/or direct process duplicator (e.g., xerographic) equipment principles, operations, maintenance and repair procedures.
- Requires working knowledge of paper stocks and weights, ink types and printing chemicals used in offset press or copy operations.
- Requires working knowledge of shop safety procedures.
- Requires skill in the operation of complex equipment to produce quality materials on a production basis.
- Requires ability to follow oral and written instructions.
- Requires ability to recognize production errors and correct with limited waste of materials.
- Requires ability to perform detailed work involving written or numerical data and to make mathematical calculations rapidly and accurately, either manually or by machine.
- Requires ability to establish and maintain satisfactory working relationships with other employees.
- May require ability to provide leadership, guidance, instruction and training to lower level Reproduction Service Technicians.
DISTINGUISHING FEATURES OF WORK:

Under general supervision, serves as a specialist, coordinating the activities of lower level Reproduction Service Technicians engaged in offset press shop operations; or, operates an offset press in the production of duotone or color process work; may serve as a lead worker to positions engaged in offset press shop operations. Positions at this level hold leadership responsibility for the work activities of others, or perform the most difficult shop procedures (production of process work).

ILLUSTRATIVE EXAMPLES OF WORK:

1. Serves as a specialist coordinating activities for an area (e.g., bindery or press operations) of a large offset press shop or for multiple areas of a smaller offset press shop; as requested, assigns jobs to lower level Technicians and assures timely completion; directs staff regarding project needs and equipment to be used; advises staff and demonstrates methods of adjusting equipment for optimal production output; trouble shoots equipment malfunctions and corrects by making necessary adjustment or repairs.

2. Operates automated inserting equipment on volume production; makes adjustments, cleans and lubricates inserting equipment; sorts, bundles and labels inserted materials.

3. Performs difficult shop operations; operates offset presses in the production of duotones and color process work requiring skill in performing detailed sample inspections to assure proper color to color registration, dot density and overall quality, making necessary machine adjustments to assure quality output on a production basis; produces negatives and plates of difficult detailed half tones, duotones and multicolor work.

4. Serves as a designated lead worker to lower level Reproduction Service Technicians engaged in offset press shop operations; assigns, reviews and controls work assignments; provides guidance and direction to staff; advises supervisor concerning employee work performance; maintains necessary production control logs and records.

5. Serves as supervisor in the absence of the line supervisor; receives work order requests and coordinates job assignments according to staff availability and project priority; trouble shoots equipment malfunctions; discusses work order requirements and time frames with originator; advises supervisor of shop operations/problems encountered.

6. Completes and maintains production logs and records; maintains supply and equipment maintenance and repair records; orders supplies and/or notifies supervisor of needed supplies and equipment.

7. Performs other duties as required or assigned which are reasonably within the scope of those enumerated above.
REPRODUCTION SERVICE TECHNICIAN III (Continued)

DESIRABLE REQUIREMENTS:

Education and Experience
Requires knowledge, skill and mental development equivalent to the completion of four years of high school.
Requires three years of experience in the operation of offset presses, and peripheral equipment, such as is typically gained by Reproduction Service Technicians II.

Knowledges, Skills and Abilities
Requires extensive knowledge of offset press, bindery and/or darkroom equipment principles, operations, maintenance and repair procedures.
Requires extensive knowledge of paper stocks and weights, ink types, and chemicals used in offset press shop operations.
Requires extensive knowledge of printing chemicals and their use.
Requires extensive knowledge of shop safety procedures.
Requires skill in the operation of equipment to produce quality materials on a volume production basis.
Requires ability to follow oral and written instructions.
Requires ability to recognize and correct complex operations errors and machine malfunctions.
Requires ability to perform detailed work involving written or numerical data and to make mathematical calculations rapidly and accurately, either manually or by machine.
Requires ability to establish and maintain satisfactory working relationships with other employees.
Requires ability to provide leadership, guidance, instruction and training to lower level Reproduction Service Technicians.