

Working Title Digital Print Specialist	Name		
Position Number	Reports to Position No., Class & Level	Division, Branch/Unit Shared Services, Service Delivery / Print Services	Ministry Service Alberta
Present Class Operational Services 4	Requested Class		
Dept ID	Program Code	Project Code (if applicable)	

PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see Non-Management Job Description Writing Guide [Pages 7-8](#)).

Reporting to the Print Supervisor, this position is responsible for effectively and efficiently delivering high quality hardcopy and digital print products by operating, adjusting and maintaining networked print production, and envelope inserting systems.

Print Services' print centres enable the communication and program support needs of GoA customer ministries and the citizens services they provide including:

- the timely and secure printing and distribution of income support cheques to vulnerable Albertans.
- the regular and reliable printing and distribution of Natural Resource Royalty statements, which generate a significant portion of GoA revenue.
- the efficient and timely printing and distribution of daily court documents and notice of convictions to facilitate court operations.

The delivery of products for all GoA ministries requires:

- efficient, dependable and reliable operation of print, bindery and inserting production equipment to maximize throughput.
- prioritization and management of print queues, print requests, inserting schedule and requests to ensure adherence to customer delivery requirements.
- proficiency in numerous software applications which support the preparation, processing, monitoring and reporting of production activities and services.
- rigorous quality assurance checks throughout the production cycle, to ensure the highest level of product quality and mail integrity.
- consultation with customers to determine the optimal solutions for business needs.

The position supports Print Services' role as a highly available shared service across the GoA by actively reviewing and testing disaster recovery plans to ensure continuity of service in time of disaster.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

- 1) This position ensures the effective and efficient set up, operation and maintenance of print, bindery and inserting production equipment by:

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- a. reviewing the Request for Services form to establish the scope of the request and determine appropriate set up.
- b. monitoring print queues, determining job priority and releasing print files to the appropriate printer via established network connections.
- c. selecting user interface options, scanner features and printer parameters.
- d. monitoring and maintaining equipment inputs to sufficient levels to avoid disruption to production.
- e. configuring the appropriate feed system for mail inserting, selecting correct mode file, and programming sealing function, and weighing options.
- f. programming postage meter to apply the correct postage based on Canada Post regulations.
- g. loading material to be inserted and envelopes, ensuring correct positioning and hopper use.
- h. configuring required bindery equipment for post press finishing functions.
- i. producing a proof and inspecting it for quality, accuracy, information integrity and alignment with the customer supplied service request.
- j. monitoring equipment operation during the production run and adjusting settings, and inputs to maintain optimal performance.
- k. troubleshooting and striving to correct any operational issues that occur, reporting unresolved problems to the appropriate service technician.

End result: Ministry programs and services have the physical and digital print and mail inserting products available when and where they are needed.

2) The position effectively utilizes available software solutions to prepare, process and monitor print and envelope inserting orders by:

- a) preparing files for print production using available workflow and job assembly software.
- b) interfacing with Print Services' ftp site utilizing client server software for the receipt and submission of files.
- c) interfacing with the mainframe console to transfer mainframe print jobs to the print management system.
- d) entering of data into mainframe applications via the mainframe console.
- e) selecting and applying the appropriate flash file based on job requirements.
- f) accessing and utilizing the print management system through the available web interface.
- g) directing, splitting and processing print streams to multiple output channels providing both hardcopy and digital production.
- h) merging files to streamline job submission to the job assembly station, converting to pdf to achieve a printable file format and creating pdf files for customer use, storage and archive purposes.
- i) interfacing with vendor's inventory management system to order required ministry specific product to fulfil customer print and inserting requirements.

End result: Customer print requests are accepted, queued, processed and output quickly and efficiently.

3) This position ensures supplies and services needed to sustain print and inserting operations are always available by:

- a) monitoring supply inventory including toner, replacement drums, staple cartridges and reordering as required.
- b) tracking postage consumption on the mail meter and requesting additional postage account loads to ensure sufficient funds are available.
- c) monitoring stock usage, inventory levels and notifying Supervisor of need for replenishment.
- d) documenting usage of client supplied forms and envelopes, performing inventory counts and reconciliations to ensure accurate reporting and identification of reorder levels.

End result: Print and inserting operations are reliable, efficient and highly productive.

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- 4) The position ensures established quality assurance checks and procedures are followed to ensure secure and error free production by:
 - a) comparing specifications provided on the Request for Services form to order details and specifications, identifying any variances and resolving concerns with the customer.
 - b) performing first piece inspection and conducting quality checks at established points during the process, ensuring print quality and or bindery processing meets established standards.
 - c) performing first piece inspection confirming inserting order, completeness and compliance with Canada Post regulations and data integrity.
 - d) conducting quality checks at established points during the inserting run, ensuring sequence numbers are reconciled.
 - e) performing end of run job reconciliation confirming input quantity and output quantity align.
 - f) enacting documented job specific security procedures and processes including, storage, documenting usage, waste collection and destruction.
 - g) complying with GoA FOIPP and HIA policies.

End result: Print and inserting products meet or exceed all requirements for integrity, security and quality.

- 5) The position ensures products and services meet customer needs by:
 - a) consulting with customers to understand business needs, product requirements and intended purpose of the product.
 - b) identifying, rating and presenting alternative solutions, processes and components to customers to fulfill the business need.
 - c) preparing cost estimates for customer requests based on solutions provided by the specialist.
 - d) increasing customers' awareness and knowledge of the various manufacturing processes, technical requirements and variables to expand customers understanding of and competence in designing and ordering print and inserting services.
 - e) assisting as required in the training of new employees on all equipment, internal processes and software to ensure a high level of services for customers.

End result: Customer business requirements are well understood and print products meet those requirements.

- 6) This position supports BCP/DRP responsibilities by:
 - a) implementing the disaster recovery plan according to the documented procedure.
 - b) performing DRP testing as scheduled, including processing test jobs, documenting actions and results.
 - c) ensuring that ministry specific stock is maintained at DRP sites and stock is rotated out according to the business continuity plan.
 - d) working in various print centres as required providing cover off and maintaining scheduled operational hours.
 - e) continually analyze methods and processes to identify and present opportunities for the improvement of processes and services.

End result: Service offerings are available in disaster situations.

- 7) The position enables accurate reporting of materials and services by:
 - a) accurately completing the pricing form with quantity, impression type, paper quantity, bindery materials, and additional services and associated costs.
 - b) verifying customer Request for Services form ensuring the accuracy of quantity, impressions counts and all

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- associated costs are correct.
- c) obtaining reporting details from the inserting accounting system for quantity, postage class, postage value and surcharges to support the chargeback of costs.
- d) entering customer, job and cost information accurately and completely in job log.
- e) completing job activity logs daily capturing earned and actual time incurred providing accurate information for performance metrics reporting.

End result: Print Services financial and operational management is supported by complete and accurate reporting.

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

Reporting to the Supervisor, this position:

- makes independent decisions relative to workflow and order priorities on a daily basis with the general production deadlines established by the customers.
- must adjust to changing priorities and demands due to changing circumstances, operational issues and customer requirements.
- maintains ongoing communication with co-workers about conflicting deadline issues, equipment problems, and unusual requests for customized products.
- is relied on to ensure all quality assurance and data integrity procedures are adhered to and all variances are identified, and corrected.
- recognizes, troubleshoots and responds to issues with customer files and instructions, seeking clarification and presenting alternatives.
- troubleshoots issues with the print management system including identifying corrupted data streams or files, delayed network transmission and system availability.
- troubleshoots issues with production equipment including identifying software, network, queue and mechanical failure.
- initiates third party support to address issues that cannot be resolved internally, clearly communicating with the support party ensuring issues and required resolution are clearly understood.

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

The Digital Production Specialist position has a combination of technical equipment operation skills, along with mechanical aptitude, sound computer skills and excellent customer service and support abilities. The primary knowledge, skills and experience are:

- minimum Grade XII high school diploma, with a least 1 year of experience in a production print or mail inserting environment.
- the ability to operate at a minimum all bindery equipment and either a high speed mail inserting machine or high speed production printers.
- comprehensive knowledge of workflow and page assembly software applications to enable efficient order preparation and submission to print devices.
- strong knowledge of Print Services print management system, including troubleshooting operational issues, moving jobs and rerouting jobs if required to minimize downtime and ensure customer service levels are met.
- demonstrated consistency and accuracy in data collection and reporting to support the chargeback process.
- well developed understanding of performance metrics model, the use of standards in calculating earned time, and the application of operational codes in reporting to ensure information is complete, correct and timely.

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- strong organizational, problem solving and interpersonal skills.
- ability to perform concurrent tasks in a fast paced and changing environment
- developed communication and writing skills in order to effectively assist and support customers.
- working knowledge of Microsoft Office Suite programs (Outlook, Word, Excel, and PowerPoint)
- working knowledge of SharePoint to enable its' collaborative use across Print Services.
- Strong knowledge of Adobe Acrobat, pdf creation in order to fulfill customer requirements.
- working knowledge of ftp sites structure and functionality and ability to effectively interface with the site to enable simplified file transfer and submission.
- well developed troubleshooting capabilities and mechanical understanding of equipment operation to minimize downtime and avoid unnecessary service requests.
- knowledge of Canada Post regulations as they apply to the numerous mail distributions so mail is inducted quickly and with no surcharges.
- good knowledge of Canada Post rates, categories and the application of rates to ensure mail is processed efficiently.
- must be able to lift, push and pull heavy materials and supplies. Repetitive lifting of up to 50 lbs is required.
- ability to monitor colour printing and visually determine if colour output varies in appearance from the benchmark to maintain consistency throughout the production run.
- ability to work various shifts and overtime within any Print Services location.

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

The position has:

- daily contact with customer ministry staff of various levels of authority for the purpose of consulting on specifications, educating customers on production process, reviewing proofs, quoting work, and addressing production issues.
- daily consultation with peers on job priorities, scheduling challenges and operational concerns.
- liaises with service providers regarding equipment service, and repair to ensure issues are addressed timely and completely.
- daily contact with Mail Services staff, communicating on delivery and scheduling requirements.
- provides cover-off daily for Mail Services staff during breaks and out of office periods at Commerce and JGO.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide [Page 15](#))

None

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes, that have impacted the responsibilities assigned to your position since the last review (see Writing Guide [Pages 15-16](#)).

The role of Digital Production Specialist has changed since the last classification due to a changing business model within Print Services. Print Services is currently insourcing all high speed computer print that historically was printed by a third party vendor. This change has impacted by Digital Production Specialist role by:

- requiring a strong knowledge of and ability to utilize software solutions including the print management system application.
- requiring the ability to work shift work and work in various locations.