

TECHNICAL SUPPORT SUPERVISOR

NATURE OF WORK

This is supervisory and technical work in the operation of a photo type/graphics section of a centralized printing service.

Work involves responsibility for organizing, planning and participating in the activities of the section. Work includes supervising subordinates engaged in the operation of phototypesetting and electronic publishing systems; reviewing and scheduling work orders and ensuring that production standards are met as to quality and quantity. General supervision is received from a technical and/or administrative supervisor and is reviewed through observation of schedules maintained and quality of the finished product.

ILLUSTRATIVE EXAMPLES OF WORK

Receives a wide variety of materials for reproduction; determines the type of system to be used in order to achieve a balanced product; prepares materials to the camera-ready stage; sets priorities and assigns work to subordinates.

Reviews work in progress and finished product to ensure quality standards are met.

Provides indoctrination and on-the-job training in phototypesetting operations and electronic publishing systems, paste-up procedures and printing operation requirements to newly assigned personnel.

Confers with originator regarding complicated alterations to master copies and provides advice regarding format, type size and style.

Operates phototypesetting and electronic publishing systems in the preparation of a wide variety of materials for reproduction.

Ensures that stock levels of phototypesetting, electronic publishing and paste-up supplies are maintained and that labour and supply charges are properly recorded on all requisitions.

Co-ordinates work sequences of the section with lithography, press and binding section supervisors.

Performs related work as required.

REQUIREMENTS OF WORK

Considerable experience in the operation of phototypesetting and electronic publishing systems and in paste-up procedures including supervisory experience; graduation from high school supplemented by the successful completion of an approved training program; or any equivalent combination of experience and training which provides the following knowledge, abilities and skills:

Considerable knowledge of the operating capabilities of phototypesetting and electronic publishing systems.

Considerable knowledge of art copy preparation and paste-up procedures to prepare products through to the camera-ready stage.

Considerable knowledge of business English, spelling, punctuation and arithmetic.

Considerable knowledge of pertinent computer terminology and its relation to the communication of phototypesetting and electronic publishing systems.

Considerable knowledge of pertinent printing terminology and the sequence of printing operations.

Ability to supervise and provide on-the-job training.

Ability to analyze and identify the requirements of assignments, including determination of layout, various justifications and capability of the phototypesetting and electronic publishing systems.

Ability to plan, schedule and reschedule work and to produce prestige quality copy under pressure situations.

Ability to understand and effectively implement oral and written instructions.

Ability to effectively communicate and to establish and maintain good working relationships with staff, faculty and associates.

Ability to set the work pace and provide technical guidance to those engaged in special or recurring projects.

Skill in the use of phototypesetting and electronic publishing systems at an established proficiency level.

Skill in the application of a full range of methods, procedures and practices to prepare copy to the camera-ready stage to meet prestige quality standards.

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