

Corning Union High School District
Job Description

Job Title: Copy Center Technician

Salary Range: 18

Schedule: 183 days/year

Dept./ Family: Student Support Serv.

7 hours/ day

Immediate Supervisor: CUHS Principal

Approved by: Board of Trustees Date:

DEFINITION:

The Copy Center Technician is responsible for overseeing all aspects of the CUHS copy center. Under the direction of certificated staff, they train and supervise multiple student workers who provide copy and printing functions for students, staff, and community members. Supports faculty and staff by producing black and white copies, color copies, faxing, lamination, graphic arts printing, and some large format printing for a busy high school and the local community. Also acts as liaison and primary contact for copier, fax and printer repairs through the District's vendor. Provide outstanding customer service for every customer, every time.

ESSENTIAL FUNCTIONS:

- Oversee all aspects of the CUHS copy center including but not limited to:
 - Supervising student workers throughout the day.
 - Training student workers in all areas of running the copy center.
 - Maintaining inventory logs, and ordering supplies as needed.
- Operates all copy center equipment including copiers, lamination machines, cutters, and other print production equipment.
- Provide copy services for students, employees, and community members
- Maintain a timely production schedule to ensure all printing and copying deadlines are met.
- Maintain and troubleshoot any issues with on-campus copiers, duplicators, printers, and other copy machines including:
 - Replenishing toner/ink.
 - Clear paper jams, cleaning, and simple parts replacement.
 - Reporting more serious issues to our copy machine vendors.
- Provide thorough and complete documentation on all areas of responsibility including any service, maintenance, and repairs that occur.
- Take complete ownership of customer interactions and provide excellent service that meets the scope and guidelines of the department as well as following school policies.
- Provide informal training on printing procedures and hardware as the need arises.
- Maintains the copy center in a manner that is organized and clean.
- Investigate and provide timely assistance to answer customer questions, and resolve issues through document procedures, individual experience, research, and troubleshooting.
- Other duties as assigned to support the mission of the school and the copy center.

ENVIRONMENT:

- Work is usually performed inside classrooms and other district buildings.
- Work may continue with students outside walking between district buildings.

PHYSICAL REQUIREMENTS:

- Ability to lift or move 40 lbs or greater.
- Ability to walk, bend, kneel, stand, and/or sit for an extended period of time.
- Manual dexterity is required for operating office machinery (phones, copy machines, binding equipment, etc).

KNOWLEDGE, ABILITIES AND SKILLS:

- Supervise multiple students in a fast-paced environment.
- Knowledge of and ability to enforce school rules and policies for students.
- Ability to provide outstanding customer service.
- Ability to understand the customer's business, copy, and print needs.
- Strong willingness to help patrons, troubleshoot, and problem-solve.
- Ability to prioritize tasks.
- Extremely well organized, detail-oriented, a strong sense of personal ownership, self-motivated and adaptable.
- Excellent interpersonal skills: able to work collaboratively in a team environment and with both adults and students.
- Motivation and drive to push for continuous improvement of the printing environment at the school.

QUALIFICATIONS:

- High school diploma or equivalent.
- Some experience in the production printing environment.
- Understand the operation and have the ability to operate the following equipment:
 - Black and white copier
 - Color Copier
 - Production print equipment
 - Laminator
 - Mac and/or Windows computer
 - Large format poster plotter
 - Paper cutter
 - Desktop printers
- Experience with handling computer files (should be able to discuss file formats and understand how PDFs work).
- Flexibility in dealing with simultaneous projects demonstrates the ability to multitask.
- Strong initiative required; ability to work independently with minimal direct supervision.
- Expertise in scanning technologies.
- Experience with computer support.
- Experience with audio-visual systems.
- Familiarity working in a school environment.
- Familiarity with computer networking.