



JOB DESCRIPTION

Job Title: **Technical Service Representative**

Facility: **Brooklyn Park**

Department: **Digital Print Technologies**

Reports to: **Director of Digital Print Technologies**

SUMMARY

Manages electronic files as they pass through Technical Services and into production by doing some or all of the following processes listed below:

- Preflight files to ensure electronic file(s) represent what was estimated, ensure process capability of the file(s) and manage access to the file(s).
- Review supplied data files to ensure proper data has been provided for VDP.
- Plan job, creating layout for press based on job ticket specifications, estimating standards and production equipment capabilities.
- Electronically assemble and prep file(s) for output via Press, Digital Press, Digital Store Front.
- Output and mock-up proof(s), based on ticket instructions, using a variety of proofing systems, for customer approval.
- VPS jobs for press once customer approval has been received.
- Build and maintain Print on Demand Templates.

ESSENTIAL DUTIES AND RESPONSIBILITIES include but are not limited to the following. Other duties may be assigned as needed.

- Reports time and material consumption accurately.
- Preserves and passes along customer artwork in clean and undamaged condition.
- Keeps work area neat and clean.
- Obeys company rules and observes all safety regulations.
- Maintains company quality standards.
- Improves skills by learning from others and studying written procedures and instructions.
- Limits waste of materials and supplies.
- Takes care of equipment by following work procedures and performing required tests and maintenance.
- Other duties may be assigned as needed.
- Preflight - when preflighting files it is the Technical Services Advisor's responsibility to do the following:
 - Receive/intake preflight form, including any instructions for file retrieval, supplied proofs or lasers and electronic media supplied by the customer from the Account Executive and/or Customer Service Project Manager (CSR).
 - Make sure job ticket instructions are clear for production.
 - Create a job folder and place customer supplied files on the job server.
 - Open supplied customer file and conduct a preflight. Check for number of pages, colors, page size, and font issues. Update any artwork links and save updated final document to the output folder on the jobs server. Review supplied data for VDP production.
 - Notify Account Executive and/or Customer Service Project Manager (CSR) of any file issues and record them on preflight form.
 - Print a set of low-res lasers of supplied documents, unless supplied by customer and stamp "ENPOINTE Proof" on lasers to identify them from any client supplied lasers.
 - Route completed package to Planning for layouts once ready.

- Planning - when planning a job, it is the Technical Service Advisor's responsibility to do the following:
 - Review the job ticket. For any necessary changes refer to Ticket Change procedure.
 - Review or create layout.
 - Inspect customer supplied components.
 - Check press counts.
 - Review concerns with Managers of applicable departments.
 - Make Account Executive and/or Customer Service Project Manager (CSR) aware of any potential issues.
 - Initiate dies, foils, emboss, etc. when needed.
- Assembly - when assembling a job, it is the Technical Service Advisor's responsibility to do the following:
 - Assemble client's electronic files, checking for trap, bleed, font issues with Prinergy ripped files.
 - Image retouching and/or color correction when indicated.
 - Guarantees correct size.
 - Output proofs as required.
 - Prep art for Data Services including creating shells for variable data placement.

QUALIFICATIONS

- High school diploma or equivalent.
- Minimum of a 2-year vocational certificate or equivalent work experience.
- On-the-job training for one year under the direction of an experienced electronic prepress operator and/or the department supervisor using a prepress training matrix.
- Able to read and understand procedures and work instructions.
- Excellent computer skills. Experience with print-based MIS systems, Adobe Creative Suite, Quark, Microsoft Outlook, Excel, PowerPoint, and Word, Prinergy, Kodak InSite.

PHYSICAL REQUIREMENTS

- Constant working on a computer and sitting.
- Frequent walking, standing, and climbing stairs.
- Occasional lifting 50+lbs, pulling, pushing, bending, reaching, kneeling, stooping, climbing ladders, and operating mechanical equipment.

Occasional: Occupation requires this activity up to 33% of the time (0 - 2.5 hrs./day of 8-hour day)

Frequent: Occupation requires this activity from 33%-66% of the time (2.5 - 5.5+ hrs./day of hour 8-hour day)

Constant: Occupation requires this activity more than 66% of the time (5.5+ hrs./day of 8-hour day)