



# Document Services Technician

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
DOCUMENT SERVICES TECHNICIAN I	0180	A10	\$30,910 - \$42,571
DOCUMENT SERVICES TECHNICIAN II	0181	A12	\$33,840 - \$49,798
DOCUMENT SERVICES TECHNICIAN III	0182	A14	\$37,144 - \$55,134
DOCUMENT SERVICES TECHNICIAN IV	0183	A16	\$40,918 - \$61,130
DOCUMENT SERVICES TECHNICIAN V	0184	A18	\$45,521 - \$71,055

## GENERAL DESCRIPTION

Performs electronic document imaging and printing services work, involving operating and maintaining digital imaging equipment and software, scanners, reproduction and bindery equipment; and scheduling and completing print orders and other duplication services.

## EXAMPLES OF WORK PERFORMED

Reviews, sorts, organizes, and prepares documents for imaging into an electronic format; determines correct format and proper equipment settings to produce clear, high-quality images.

Stores and retrieves imaged documents.

Sets up, programs, and operates reproduction or bindery equipment.

Maintains digital imaging equipment, scanners, and reproduction and bindery equipment.

Maintains records of production and materials expended.

Identifies and reports imaging problems.

Performs related work as assigned.

## DESCRIPTION OF LEVELS

*Examples of work and descriptions are meant to progress through the levels. For example, an employee at a level V may also perform work listed within the previous levels.*

**Note:** *Factors that may distinguish between journey and senior levels include the degree of independence in performing the work, the complexity of the work, the scope of responsibility, and the employee's related experience. Other factors may include types of documents prepared, and types of equipment or systems maintained and/or utilized.*

**DOCUMENT SERVICES TECHNICIAN I:** Performs routine (journey-level) electronic document imaging and printing services work. Works under close supervision, with minimal latitude for the

use of initiative and independence judgment. Employees at this level may fully perform a variety of routine daily tasks but may often rely on direction from others to solve problems that are not standard, and may occasionally assist others in performing job duties of greater complexity.

**DOCUMENT SERVICES TECHNICIAN II:** Performs moderately complex (journey-level) electronic document imaging and printing services work. Works under moderate supervision, with limited latitude for the use of initiative and independent judgment. Employees at this level may:

- Determine print job layouts and edit images and documents.
- Examine finished jobs to ensure adherence to standards.
- Ensure accuracy of inventories of materials and supplies.
- Perform routine maintenance on machines.
- Prepare printed material for storage or delivery.

**DOCUMENT SERVICES TECHNICIAN III:** Performs highly complex (senior-level) electronic document imaging and printing services work. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may:

- Determine procedures and methods for handling job orders.
- Maintain production logs, prepare reports, and order supplies.
- Troubleshoot equipment problems and initiating corrective action.
- Deliver finished products.

**DOCUMENT SERVICES TECHNICIAN IV:** Performs advanced (senior-level) electronic document imaging and printing services work. Works under limited supervision, with moderate latitude for the use of initiative and independent judgment; may also train others on document services procedures and methods. Employees at this level may:

- Determine job priorities and schedule print orders.
- Inspect job layouts and repair damaged documents.
- Analyze documents to identify and rectify files that have been aborted, cancelled, corrupted or are in need of further reviewing and corrective action before being converted into electronic files.
- Edit microforms and digital images.
- Arrange the delivery of finished jobs.
- Recommend equipment purchases.
- Store records and assist with their disposal.

**DOCUMENT SERVICES TECHNICIAN V:** Performs highly advanced (senior-level) electronic document imaging and printing services work. Works under limited supervision, with moderate latitude for the use of initiative and independent judgment; may also serve as a lead worker providing direction to others. Employees at this level may:

- Oversee, review, and edit images and documents.
- Ensure that production standards are followed and evaluate production processes for effectiveness and efficiency.
- Ensure delivery of finished jobs.
- Prepare and review production reports.

## GENERAL QUALIFICATION GUIDELINES

### EXPERIENCE AND EDUCATION

Experience in the operation of digital imaging equipment and software, scanners, and bindery or reproduction equipment work. Graduation from a standard senior high school or equivalent is generally preferred. Experience and education may be substituted for one another.

### KNOWLEDGE, SKILLS, AND ABILITIES

#### For all levels

- Knowledge of the operation and maintenance of digital imaging equipment and scanners; of types, varieties, and uses of papers, inks, chemicals, developers, and fixers used in the operation of duplicating and reproduction equipment; of the operation, and adjustment of duplicating and bindery equipment; and of computer operations and communication networks.
- Skill in the operation of bindery, duplicating, and reproduction equipment; and in the use of a computer and applicable software.
- Ability to understand and follow directions for scanners and digital imaging equipment and their software, and to communicate effectively.

#### Additional for Document Services Technician IV – V levels

- Ability to provide guidance to others.