Position Description – BPAD IS Enterprise Technical Services Specialist

Position summary:

The Publishing and Distribution/Print-to-Mail Center is a multi-purpose organization whose objective is the development of the state's print and mail stream into an organized, highly automated progression that integrates all production/publishing print and mail from mainframe and publishing output to localized print and office print/mail through a centralized, cost effective facility.

The Publishing Section is part of the services which make up the Bureau of Publishing and Distribution within the Division of Enterprise Technology (DET) and provides economical, efficient, and high-quality digital printing services to our enterprise customers including State agencies, and the federal government. The enterprise publishing and distributions center processes approximately 4.4 million pieces of mail per month, print approximately 12.5 million images per month.

Under the general supervision of the Enterprise Publishing Section Chief, this position provides advanced technical support for electronic design and publishing activities and provides technical consulting and assistance to customers who require electronic design services or who require assistance with file formats, protocols and or conversion.

Goals & Activities

A. 35% Perform development, maintenance and implementation of applications and customer requested software solutions to meet clients technical production requirements.

A1. Maintain Publishing's order tracking data base (BPD Database System) This is a home-grown Access system that allows production to schedule and track internal job production progress.

A2. Lead the development and improvement of workflows to create cost effective and time saving processes to seamlessly improve production workflow between Publishing and Distribution.

A3. Provide hands on direction and problem solving to preflight design and development staff utilizing print and design development applications. Lead the preflight, design, and development of print/ production projects for State of Wisconsin enterprise customers.

A4. Daily, weekly, and as media changes calibrate multiple color print devices to ensure consistent output. Color calibration between color devices is critical as multiple devices can and will be used in the production of projects.

A5. Create job documentation, standards, and procedures for prepress department.

A6. Monitor and delegate all electronic print projects to ensure accurate output and delivery by due dates as requested by customer and/or distribution department.

A7. Provide technical training and support to IS business automation analyst and IS Enterprise Technical Services Professional working with technical graphic applications and with variable data design that involves complex engineering of critical client projects.

A8. As a Publishing Project Lead analyze incoming projects and communicate directly with customers to resolve print file issues, solutions, time estimates and costs.

A9. Use specialized application software to validate, inspect, troubleshoot, and repair customer furnished files.

A10. Consult with internal production teams to provide technical solution to production problems in electronic publishing.

A11. As the Publishing Section Project Specialist determine application requirements and obtain resources necessary to meet the customer needs for production quality, cost, and timeliness.

B. 25% Perform technical development of automated print-to-mail and publishing projects.

B1. Develop and program large complex automated print to mail applications, using variable data software packages along with creating workflows within Ricoh Process Director(RPD) workflow management tool.

B2. Design logos, graphics and publications as requested by customers. Technical use of graphics and page assembly applications such as but not limited to Adobe Creative Suite.

B3. Serve as a technical consultant on design and development issues to enterprise customers.

B4. Provide overview of forms and systems use for requiring print and/or mail services. Provide automated mail piece design for all print to mail applications.

B5. Work closely with customer to analyze proposed publishing projects and applications for technical requirements, cost estimates for alternative approaches, feasible design and production timeliness and potential technical challenges.

B6. Provide customer assistance and consultation on electronic file creation and submission procedures. Document procedures for electronic file transmission and submission.

B7. Determine and recommend appropriate software platform, file format and protocol should be used to create the document most effectively.

C. 35% Provide technical support and leadership for bureau server based systems, including hardware, software and section services required to maintain cost efficient solutions for clients.

C1. Provide advanced IS technical support for complex, multi part, variable data information, programmed into print to mail projects. Work with clients & distribution IT specialist in developing mailing materials to USPS regulations.

C2. Evaluate & troubleshoot internal and furnished print files for compatibility with current Publishing & Mail equipment.

C3. Recommend and make revisions, to files as need to meet equipment & USPS requirements.

C4. Provide back up to IS business analysts duties and WEB CRD activities.

C5. Identify, install, monitor, and troubleshoot software tools and solutions that increase efficiency of electronic publishing operations.

C6. Provide expert level technical review of critical production policies, methods, and procedures for bureau management team.

C7. Determine whether variable print software can be used with customer file to produce hard copy and electronic production more efficient.

C8. Write program code to ensure that a variable data stream is correctly parsed and introduced into the form during the production process.

C9.   Ensure the furnished data is produced accurately for the equipment and/or electronic format required by the customer.

C10. Recommend changes to print applications based on changing technology and customer needs.

C11. Coordinate the evaluation and testing of new applications and/or updates to existing applications.

C12. Facilitate the redesign of IS business process to improve departments automation capabilities.

C13. Assist the bureau director and section chiefs in preparing annual, biennial, and long-range technical plans for the operation.

C14. Assist the bureau director and section chiefs in planning and defining services provided through use of advanced technology.

D. 5% Participate as a member of the Publishing & Distribution Bureau.

D1.   Maintain current and up to date information about customer applications and programs.

D2.   Work with the bureau section chiefs and/or supervisors to ensure that relevant policies and procedures are current and accurate.

D3.   Maintain a program of personal development through, appropriate training courses, selected readings, user groups, conferences, and seminars to increase knowledge in software applications.

D4.   Set up, maintain and troubleshoot client automated print folders for network and mainframe automated print processes.

D5.   Maintain server based job archive folder for all network submitted print files.

D6.   Research publishing trends and provide advice to management and customers.

Knowledge, Skills and Abilities.

1. Excellent Oral and written communications skills.
2. Interpersonal and human relations skills.
3. Knowledge of customer service philosophy.
4. Methods of planning, organizing, and coordinating assignments of considerable diversity.
5. Problem determination and resolution techniques.
6. Knowledge of Fundamental IS concepts, principals, and practices.
7. Knowledge of database systems, physical and virtual servers, and storage area networks.
8. Disaster recovery processes, procedures, and tools.
9. Planning and operating techniques used in a large computer driven production facility.
10. Ability to apply state of the art technologies to print production, inventory, and scheduling.
11. Knowledge of use and maintenance of Microsoft Dynamics Great Plains.
12. Ability to use computer software and systems for analysis, evaluation, and presentation.
13. Experience in analyzing enterprise business and technology issues in a large corporation or government organization.
14. Expert knowledge and Ability to use Adobe Creative Suite, Adobe Acrobat DC, PlanetPress, Enfocus PitStop, Elixir, and Microsoft Officefor Graphic design, layout, and variable print.
15. Ability to proactively work with bureau management related to enterprise technology issues.
16. Ability to assist the bureau director by providing input into developing alliances within the enterprise for technology management, telecommunication services and print production operations.

17. Knowledge of tools for web based print ordering and fulfilment (Web CRD).
18. Technical skills to use software tools for analysis, evaluation, presentation.
19. Knowledgeable in the principles and terminology of printing and graphic reproduction.
20. Knowledge of printing paper and paper handling protocols.
21. Familiarity with finishing/bindery equipment.
22. Familiarity in the principles and terminology of mail and postal requirements.
23. Knowledge of LEAN Six Sigma, 5S Kaizen and other continuous improvement processes.
24. Ability to be punctual, self-motivated, and perform under pressure while multi-tasking.
25. Competence on a variety of PC based platforms & equipment.
26. Knowledge of trends and developments in computer aided design and production.
27. Effective current skills in analysis, evaluation and implementation planning for software and other technical additions and betterments.
28. Knowledge of electronic printing, publishing and mail automation hardware and software products, features, functionality, and capabilities and how they relate to the distribution production workflow..
29. Knowledge to support usage of multiple intelligent printer lines including Postscript compatible printer, mainframe printers and wide format printers.
30. Excellent knowledge of variable data programing using available software tools and conventions.
31. Knowledge of client/server, local area networks, MVS and Unix base computer platforms.
32. Security requirements in publishing and distribution.
33. Knowledge of system analysis and consulting techniques.
34. Trouble shooting skills and the ability to work with customers to ensure correct output of customer supplied electronic file on high resolution electronic printing equipment.
35. Experience with network connected printers.
36. Ability to recognize, manipulate and convert various electronic formats independently.
37. Good understanding of Java, C+ and various other programming languages to write code for advanced programmed print to mail projects that require the use of automated mailing equipment using 2D barcode technology.
38. Ability to troubleshoot various software issues as they apply to print and mail projects and computer programming language.
39. Maintain a working knowledge of the Great Plains, Pitney Bowes, STAR and Publishing and Distribution data base systems.
40. Knowledge of complex computerized data collection systems.