

**Job Description and Standards of Performance**

<u>Position Title:</u> Production Systems Coordinator	<u>Affiliation:</u> PNG
<i>Specialization:</i>	
<u>Department:</u> Distribution	<u>Department #:</u> 42D025
<u>Date Updated:</u> 6/27/07	<u>Updated by:</u> Infinger
	<u>Job Code #:</u>

Position Purpose/Objective:

Develop and provide end user support for desk-top and production-specific applications, assist with training, serve as liaison between production and systems groups, and provide clerical support for the Production/Distribution department.

*All core duties are listed before supporting duties. The relative importance of duties relates to the anticipated impact of that duty to the business, department, customer, and/or product.*

Position Duties	Meets Expectations When:
Works with managers and users to optimize workflow efficiency through the application of technology. CORE	<ul style="list-style-type: none"> <li>• Keeps updated documentation of workflow.</li> <li>• Contributions to the workflow review process result in more effective and efficient processes.</li> <li>• Maintains a current understanding of the capabilities of various applications in order to provide optimal input to the development of workflow improvements.</li> </ul>
Develops desktop application solutions CORE	<ul style="list-style-type: none"> <li>• Developed applications meet the needs of end users.</li> <li>• Adequate documentation of software development process is created and maintained.</li> </ul>
Trains end users to use these applications. CORE	<ul style="list-style-type: none"> <li>• Effective and complete training materials showing full functionality of applications are created.</li> <li>• Training results in competent use of the software by end users.</li> </ul>
Analyzes data and generates reports.	<ul style="list-style-type: none"> <li>• Reports are completed in a timely and accurate manner.</li> </ul>

**Portland Press Herald**  
Est. 1862  
**Maine Sunday Telegram**

CORE	
Serves as the first-line Help Desk for Production-specific applications. CORE	<ul style="list-style-type: none"> <li>User problems are resolved in a timely manner and daily operations are not hindered.</li> </ul>
Provides clerical and office administrative support to production operation. CORE/SUPPORTING	<ul style="list-style-type: none"> <li>Clerical and administrative duties are performed in a timely and accurate manner.</li> </ul>
Provides support to other production facility or operational systems as required. CORE/SUPPORTING	<ul style="list-style-type: none"> <li>Support is provided in a timely and accurate manner.</li> </ul>
Performs other related duties as assigned. SUPPORTING	<ul style="list-style-type: none"> <li>Additional duties are performed in a timely and accurate manner.</li> </ul>

Required Education and/or Experience/Knowledge:

Technical education or experience in client-server computer environment.  
 At least 3 years experience in production operations.

Required Skills:

Proficient user of personal computers.  
 General understanding of e-mail, office applications, network technology  
 Strong communication skills  
 Teaching skills (ability to devise curriculum and provide group or individual training)  
 Problem solving skills under stressful conditions.  
 Mathematical, organizational and problem-solving skills.

This position reports to:

Operations Director