

UW HEALTH POSITION DESCRIPTION

POSITION SPECIFICS			
Title: Graphics and Macintosh Support Specialist		Department/Number: 74020	
Reports to: Director, Creative Services			
Job Code: 320005	FLSA Status: Exempt		
Manager Approval: C.Klann	Date: 5-16	HR Approval: MJG	Date: 5-16
POSITION SUMMARY			
<p>Under the supervision of the Director, Creative Services, the Graphics and Macintosh Support Specialist is responsible for providing production support to graphic designers, post production support to photographers and technical imaging support to department staff. The incumbent also provides software and production training and Macintosh based technical IT support to the Graphics team.</p> <p>The Graphics and Macintosh Support Specialist must be able to work collaboratively with department management and staff including graphic designers, media, marketing and corporate communications strategists, editors, web developers, photographers and videographers.</p> <p>The Graphics and Macintosh Support Specialist works under tight deadlines and requires minimal supervision, having appreciable latitude for actions and decisions. The position requires a detail-oriented person with excellent organizational skills who is decisive, efficient, self-motivated and able to work independently.</p>			
MAJOR RESPONSIBILITIES			
<p>Provides specialized production support to graphic designers</p> <ul style="list-style-type: none"> Ensures that electronic files are consistently submitted error-free to produce the desired results on press. Advises designers on production techniques that both fulfill their vision and reproduce well in print, reinforcing the idea that design decisions are production decisions. Manipulates digital photographs in design layouts to maximize visual impact including color correcting, sharpening, adjusting contrast, eliminating artifacts, compositing and retouching. Preflights design layout files for image resolution, color, font use, printer marks and file format in preparation for print or web use. Consults with print vendors to clarify technical specifications. Transfers digital files to printers and other vendors, outside clients, and media outlets. Retrieves archived files and completes revisions for designers. Creates custom GIS-based digital map files for design projects and internal clients. Reviews printer's proof for color and accuracy. Ensures that projects are completed in a timely manner. <p>Provides specialized post production support to photographers</p> <ul style="list-style-type: none"> Provides guidance to photographer in maintaining a consistent workflow, look, and color. Oversees photography file management. Collaborates with photographer and e-health developers to maintain department Photo and Release Gallery. Converts Camera Raw and DNG files to formats appropriate for print and web use. Obscures or removes PHI to remain in compliance with HIPAA regulations. <p>Provides technical imaging support to department</p> <ul style="list-style-type: none"> Fulfills internal and external digital logo and image requests. Assists department staff with the transfer of digital graphics files via either network or digital media. Assists department staff in locating digital files. Scans images in-house, ensuring proper size and resolution for final use. Collaborates with e-health staff to convert design files to website content. <p>Provides software and production training to graphics team</p> <ul style="list-style-type: none"> Stays abreast of evolving technology in electronic design, illustration, printing, and photography. Recommends and seeks out improved design techniques and equipment for the graphics team. Trains designers and photographers in new production and post-production techniques. Identifies appropriate continuing education opportunities. <p>Provides Macintosh based IT support to graphics team</p>			

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- Manages digital archiving system for design and photography files.
- Ensures all graphics computers are color managed consistently.
- Selects and specifies hardware and software for design and photography work.
- Works with IT department to order, install, configure and maintain hardware and software.
- Assists design and photography staff with ongoing setup and troubleshooting issues.
- Works with IT to set up and maintain network connections and shares for graphics use.
- Keeps current with Apple and Adobe technology.
- Collaborates closely with IT staff assigned to MPA department.

All duties and requirements must be performed consistent with the UW Health Performance Standards.

POSITION REQUIREMENTS

Education	Minimum	Bachelor's Degree in Graphic Design, Visual Communications, or related field; or equivalent training.
	Preferred	
Work Experience	Minimum	<ul style="list-style-type: none"> • Minimum of 5 years work experience in layout and production in a corporate design department, ad agency, graphic design firm or similar. • Experience in post production of original photography • Experience in mentoring/training other design or photography staff • Experience implementing and troubleshooting design and photography technology
	Preferred	
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Highly proficient using Mac computer system and software • Highly proficient using design software (Adobe InDesign, Illustrator, Photoshop, Acrobat) • Skilled in using Microsoft software (Word, PowerPoint, Excel) • Skilled in working with PDF workflow • Knowledge of HTML and web-based design work • Ability to learn computer and application skills as applicable to role • Ability to interact with and work around people • Ability to make judgments in demanding situations • Ability to react to frequent changes in duties and volume of work • Effective communication skills • Ability to listen empathetically • Ability to logically organize details • Comfortable accepting responsibility for medium to large scale projects involving multiple resources and spanning many months from start to finish • Ability to manage multiple concurrent activities

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
x	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight

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	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:		•		

Work/Environmental: Moderate noise level consistent with an office environment

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.