CSDS Desktop Services

Departmental Printer Contact Role Description

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DESCRIPTON OF ROLE

Every department should provide a Printer Contact who is located in close proximity to a supported printer. This person will be responsible for assisting CSDS with print management and basic remote troubleshooting of the printer.

REASON FOR ROLE

Today’s printers, especially multifunction units, require department specific information for setup and configuration. For example, the unit may require a list of user names and pin numbers to be stored for secure printing. It will be the responsibility of the department to understand and help manage these configurations.

CSDS is not certified to repair printers. If a printer is in need of repair, a service call will be initiated to the prequalified strategic sourcing vendor (ex. Cannon IV). The Printer Contact may need to involve an individual with financial authority to authorize the service call.

EXAMPLE RESPONSIBILITIES

- Understand, configure and maintain multifunction printer device settings (i.e. Contact List and advance functionality management)
- Provide first level on-site printer troubleshooting to help resolve minor printer issues quickly. (i.e. paper jams, change toner cartridges, clear print queues)
  - CSDS will troubleshoot printer problems but will not repair printers. All physical repairs to the printer will be handled by the prequalified strategic sourcing vendor (ex. Cannon IV).
- Inform Departmental Authorized Person when a Cannon IV repair is required.
- Assist CSDS in resolving printer issues that may be related to network connectivity, print queues, or print drivers.
  - If it is determined the strategic sourcing vendor is required to resolve the printer issue, the Printer Contact will assist in scheduling time for CSDS and the vendor to work in a cooperative and collaborative manner to resolve the issue.