EmploymentWorks

Job Preview – Document Digitization Technician Role

Within many organizations, documents are created that need to be shared with internal and external partners. This can be accomplished through digitizing paper documents; in other words, scanning and saving the files in a digital format. This job preview focuses on the role of the person who helps perform this task, commonly referred to as the document digitization technician. We'll be highlighting some of the common tasks performed, as well as some of the challenges of the job to help you gain a better understanding about this important position. So, let's get started!

The main responsibilities in the document digitization technician role are to work with printers, scanners and software to scan and retain documents relevant to a particular business. This work includes sorting and organizing paper files, scanning, verifying and repacking the files. These tasks are often repetitive and predictable, and preciseness and attention to detail are required to perform the job successfully. You will be working independently and using logic-based problem-solving to ensure the work is performed correctly.

Paper sorting is done through unboxing paper files, removing sticky notes and staples and preparing the documents to be fed through a scanner. Keeping track of each file during this phase is essential, and you may need to create tab dividers and box content pages to help with organization during the paper-sorting process.

After you have finished sorting paper, data digitization of the paper documents is performed. This involves the ability to use printers and high-speed scanners to scan all paper types and sizes. Cover pages for the document packages may need to be created, and the papers well organized before scanning. You will also need to verify and fix scanning errors, and troubleshoot simple hardware and software problems as they arise.

Once the documents are scanned and saved, you will perform file verification. You must be able to use PC software and scan QR codes. This step requires you to ensure that all pages exist in a document. File verification requires a high level of organization to ensure that files have been scanned accurately and completely. Occasionally errors may occur with the files, so you must be able to problem-solve and correct mistakes or re-scan any mis-scanned papers.

When the file verification process is complete you will be required to repackage the documents in their original boxes. You will need to ensure that the scanned papers are organized in the correct order, and that the document packages are labeled and sorted appropriately. QR codes are used to help keep track of the document packages, and it is the responsibility of the document digitization technician to make sure the codes work and that they match the corresponding documents.

You might like that these daily tasks require a high level of organization, and are often repetitive and predictable – you'll likely be doing the same kinds of tasks during every shift. These jobs also have clear and defined expectations such as paying special attention to verify that all pages exist in a digital document. You'll be expected to work independently and use logic-based problem solving. Training for this role is often by example - you'll be able to see the work demonstrated and actually participate while you learn.

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There are some challenges to this job that you should consider before deciding if it is a good fit for you. Social interaction is limited and the multiple scanners and other machines result in a loud working environment. Spatial awareness and visual and motor skills are important due to the vast amounts of paperwork, filing systems and storage boxes you'll be sorting and moving. Though your job will be primarily based on a clearly defined checklist, it may vary from time-to-time. For example, if hardware is down and repairs are needed, you may need to contact a manager. Also, multitasking is often required, and at times, work must be performed under high pressure. Hand-speed is monitored and you'll be expected to accurately log all progress throughout the day.

Dependability, consistency in attendance and a positive attitude are important. You'll be able to learn tasks that are transferable to other positions and industries. For example, the skills you develop and gain as a document digitization technician could be applied to jobs in a wide variety of professions such mailroom assistant, office clerk, or packing professional. You may also consider broadening your skills and training to become a computer analyst or office assistant.

If you're looking for a positive work environment and the opportunity to grow and advance over time, a document digitization technician role might be a good fit for you and a great place to start your employment and career journey!

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