

Make use of technology support in post production

Overview

This Standard is about working with technical support staff to fix, maintain the readiness of and upgrade software and hardware set-up to enable workflow to proceed smoothly.

This Standard should apply to anyone who is involved with using hardware and software as part of the workflow for which they may need technology support.

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Performance criteria

You must be able to:

1. identify technical demands of projects and types of hardware and software configuration available from reliable sources
2. identify software and hardware configuration needs with which you will need assistance against a realistic assessment of your technical skills and expertise
3. use reliable information from technical monitoring to anticipate technical problems that may impact on the feasibility, cost and duration of work
4. recognise faults or technical difficulties that occur at an early stage
5. identify reliable sources of expertise needed to create or remedy configurations
6. provide clear briefing to technical colleagues on product technical requirements and the stages of the workflow
7. assess feasibility, cost and time demands against the impact of faulty hardware or software to the workflow
8. record configurations and the effectiveness of solutions in line with company procedures
9. maintain security for files and other materials in line with company requirements

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Knowledge and understanding

You need to know and understand:

1. the workflow and the principles of the different operations that occur within it
2. the types of equipment required and the weaknesses and the effects of common faults in it
3. how internet protocol will impact on format
4. terminology used by technical support staff
5. principles of computer and data network configurations
6. principles of standard and non-standard deliverables, file formats, digital interconnectivity and elements of audio and video signals
7. current viewing standards and current professional, national and international standards of delivery and expressions of best practice for the range of platforms and content
8. susceptibility of quality and formats to variations in equipment performance
9. acceptable and unacceptable short cuts and work arounds
10. communication with technical colleagues and non-technical staff in other parts of the workflow
11. the different types of support available to you and where to obtain it
12. health and safety factors of the equipment and the workplace
13. company systems for storage, back up and security

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