

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. You will need to understand the workflow and technical pipelines specified for a project alongside the organisation's standard ways of working, core systems and software packages. You will also need to communicate with clients to agree how material should be viewed and use tracking software licenses for contractual compliance where required.

This standard is for anyone involved in using hardware and software as part of a workflow who may require technical support

Performance criteria

You must be able to:

1. identify technical demands of projects, and types of hardware and software configuration available from authorised sources
2. assess your technical skills and expertise and identify software and hardware configuration needs which you will need assistance with
3. use 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
5. identify sources of expertise needed to create or remedy configurations
6. consider equipment and system configuration in line with organisational sustainability goals
7. provide briefing to technical colleagues on product technical requirements and the stages of the workflow
8. assess feasibility, cost and time demands against the impact of faulty hardware or software to the workflow
9. agree with client's how material will be reviewed and any licensing requirements
10. record configurations and the effectiveness of solutions in line with organisational procedures
11. maintain security and confidentiality of files and other materials in line with regulatory and organisational requirements

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 its weaknesses and faults
3. how to assess your technical skills and knowledge required for the outputs
4. how internet protocol and storage solutions used will impact on format
5. terminology used by technical support staff
6. principles of computer and data network configurations
7. the importance of sustainability when choosing systems
8. principles of standard and non-standard deliverables, file formats, digital interconnectivity and elements of audio and video signals
9. viewing standards and professional, national and international industry standards of delivery and best practice for the range of platforms and content
10. susceptibility of quality and formats to variations in equipment performance
11. acceptable and unacceptable short cuts and work arounds
12. communication with technical colleagues and non-technical staff in other parts of the workflow
13. how to communicate with client's regarding viewing of materials and licensing of software
14. the different types of support available to you and where to obtain it
15. regulatory and organisational requirements, and processes for confidentiality, storage, back up and security of files and other materials

SKSPP5



Work with technical support in post production

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Suite Post production for Film and TV

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