

SKSPP25

Make use of technology support in post production



Overview

This Standard is about working with technical support staff to fix, maintain readiness of and upgrade a software and hardware set-up that enables workflow in post production to proceed smoothly.

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Performance criteria

You must be able to:

- P1 identify the technical demands of the project, the types of hardware and software configuration available and the technical help you may need in using them
- P2 identify software and hardware configuration needs of the proposed workflow with which you will need assistance
- P3 anticipate technical problems that may impact on the feasibility, cost and duration of the post production process
- P4 recognise faults or technical difficulties that are occurring at an early stage
- P5 identify the expertise that is needed to create or remedy the configuration
- P6 brief your technical colleagues on the product technical requirements and the stages of the workflow
- P7 assess the feasibility, cost and time demands of the proposed configuration or problem solution
- P8 keep a record of configurations and solutions and how effective they were
- P9 health and safety factors of all equipment and the workplace

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Knowledge and understanding

You need to know and understand:

- K1 workflows and the types of equipment that they require
- K2 weaknesses and the effects of common faults in equipment used in the facility
- K3 principles of the different operations that occur within post production workflows
- K4 principles of signal routing and their relation to delivering to required formats
- K5 terminology used by technical support staff
- K6 principles of computer and data network configurations
- K7 principles of standard and non-standard deliverables, file formats, digital interconnectivity and elements of audio and video signals
- K8 current viewing standards and current professional, national and international deliverable standards and expressions of best practice for a range of platforms
- K9 susceptibility of quality and formats to variations in equipment performance
- K10 acceptable and unacceptable short cuts and work arounds
- K11 communication with technical colleagues and non-technical staff in production
- K12 where to obtain different types of technical support

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