

Job Title:**Anatomy Technology Facilitator, College of Osteopathic Medicine****Job Description:**

As a team member of the California Health Sciences University Department of Biomedical Education, the Anatomy Technology Facilitator (ATF) position provided vital technical support and expertise for technology operations specific to augmented reality education, software and equipment. The ATF works closely with the faculty delivering Holographic Anatomy. As an essential resource for faculty interested in delivering immersive learning experiences, the ATF provides technical expertise.

This individual must be able to communicate with diverse groups of faculty, staff and external clients. Must be detailed oriented and articulate in order to communicate with manufacturers and other hardware/software providers regarding complex issues and troubleshooting. Ideally, must be able to think critically, identify problems, troubleshoot and take action to resolve issues in a fast-paced environment.

Reports to:

Chair of Biomedical Sciences, Biomedical Sciences

Classification:

Staff, Full Time, Non-Exempt

Essential Duties:

- Collaborating with faculty to create holographic experiences using cutting-edge anatomy and ultrasound equipment and technology, aligning with the educational goals of the College of Osteopathic Medicine (COM).
- Operating, troubleshooting, and maintaining AR (Augmented Reality/ HoloLens) equipment, software, networking devices, and associated supplies.
- Ensuring the operational efficiency of AR programming, testing, and execution in accordance with current specifications.
- Providing technical training, orientation and support to COM medical students and faculty on AR (Augmented Reality/ HoloLens) usage, including loaning and maintenance and support during class sessions.
- Evaluating new equipment and suggesting technological improvements, conducting research on equipment and technologies relevant to interactive learning.
- Supporting Information Technology staff, students, and faculty to communicate and execute infrastructure updates.
- Conducting HoloAnatomy office hours for student orientation and troubleshooting.
- Maintaining and updating the CHSU-COM AR (Augmented Reality/ HoloLens) User Manual and instructional demonstration videos.
- Collaborating with Simulation Center staff to manage and generate reports using the SIM-IQ system and troubleshooting hardware and networking issues
- Developing an understanding of campus networking and required systems for accessing critical learning materials including help-desk support for Creston audio-visual systems
- Encouraging, undertaking, and assisting in research activities related to learning technologies.
- Participating in AR (Augmented Reality/ HoloLens) and simulations demonstrations for applicants, partners, guests, and community outreach programs.
- Providing hardware and software support, including unboxing and setting up AR (Augmented Reality/ HoloLens) hardware, provisioning/re-flashing, troubleshooting,

Qualifications/ Education:

repair, and replacements in collaboration with Microsoft Service & Support and Illumis team.

- Offering software support for HoloAnatomy, including deploying software packages, installing Designer Tool and Dashboard programs, and managing updates for Windows OS and AR (Augmented Reality/ HoloLens) applications.
- Fulfilling other assigned support duties, such as proctoring, attendance, and other departmental roles, and providing technical support and maintenance for HoloAnatomy lab sessions for other CHSU programs.

Education:

- Bachelor's Degree in a related field.
- Two years of experience in a related field.
- Knowledge of Microsoft applications.
- Knowledge of medical terminology preferred.
- Knowledge of human anatomy/physiology preferred

Skills & Experience:

- Maintain a welcoming, supportive attitude toward all simulation center persons.
- Able to handle all situation with tact, professionalism, and diplomacy.
- Excellent computer skills with proficiency in Microsoft applications including but not limited to Word, Excel, PowerPoint, Visio.
- Knowledge of computer hardware equipment and software applications related to VR/AR simulation.
- Ability to assess, troubleshoot and fix equipment and technology in a timely fashion.
- Ability to work independently under limited supervision, including learning new software/hardware quickly.
- Excellent interpersonal and communication skills to work effectively in a team environment with internal and external individuals from different disciplines and different levels of training.
- Able to express technical information clearly and simply to non-technical persons.
- Excellent organizational and prioritization skills with attention to detail.
- Able to work under pressure and make critical decisions.
- Creative and flexible in designing innovative approached to solving problems and improving processes.
- Maintain confidentiality regarding job assignment and sensitive issues.

Compensation:

CHSU offers a competitive benefits and compensation package. Hourly range for this position is \$20.67 - \$28.85, however, salary is commensurate with experience.

Application Instructions

Interested candidates are to electronically submit a letter of interest, a detailed resume and the names, titles, and contact information of at least (3) professional references. Please send a completed package electronically to careers@chsu.edu and type **Anatomy Technology Facilitator** in the subject field of the email.

CHSU is an Equal Employment Opportunity (EEO) employer. CHSU complies with the Employment Eligibility Form (i-9) requirements.

