

Job Title:**Job Description:****Simulation Operations Support Technician**

The Simulation Operations Support Technician is an entry level position into healthcare simulation under the direction of the Simulation Center Director and Simulation Specialist, Operations. This position provides support for all healthcare simulation operations and works closely with the CHSU Simulation Center team including medical faculty to ensure best practices in healthcare simulation are used to enhance student learning.

As a team member of the CHSU Simulation Center, this position provides technical and audio/visual support for healthcare simulation operations including assistance in preparation, maintenance of complex computerized systems and associated software, the operation of the data capture systems, related multimedia, and data collection.

The individual in this position must be able to communicate with diverse groups of faculty, staff, and community members. Further, must be detailed-oriented and articulate when communicating with vendors and services providers regarding complex issues and troubleshooting. The ideal candidate must be able to think critically, troubleshoot, identify problems, and take action to resolve issues in a fast-paced environment.

Reports to:**Simulation Center Director****Classification:****Hourly, Part-Time****Essential Duties:**

- Partner with the CHSU Simulation Center team and medical faculty to develop healthcare simulation scenarios, learning techniques, and essential equipment necessary for all simulated patient experiences.
- Assist the Simulation Center team in preparing and maintaining accreditation requirements.
- Assist with the management of records and data within the CHSU Simulation Center.
- Assist with the preparation of documents, scenario setup boxes, and supplies for each healthcare simulation experience.
- Assist faculty, staff, and clients in all healthcare simulation events.
- Assist in orientation of students, faculty, staff, and clients to the CHSU Simulation Center.
- Assist with technology and simulation best-practice training for faculty and staff, including safe simulation practices.
- Contribute to the development of the CHSU Simulation Center policies, procedures, best practices, and process improvement.
- Assist with scheduling simulation activities and simulation center resources.
- Assist with Simulation Center tours and demonstrations.
- Assist with equipment and supply inventory organization, needs, and recommendations.
- Prepare and apply beginning moulage - simulated injuries, wounds, bruising - to standardized patients and simulators.
- Participate in healthcare simulation education training.

Equipment, Software & Program Maintenance

- Assist with equipment setup and breakdown including setting up patient simulators, task trainers, hospital equipment, supplies, and audiovisual equipment.
- Assist with programming simulator software changes and operate software during simulation activities, either with or without programmed scenarios.

- Assist with audiovisual support for simulation experiences including equipment primarily used for live streaming, reviewing simulation activities, video production equipment, computer-based multimedia systems and their components, digital cameras, video cameras, audio/video mixer, and monitors.
- Provide necessary assessment and maintenance of simulators and task trainers with regular cleaning and replacement of disposable parts including updates and emergency repair.
- Assist with software and hardware upgrades and maintain functionality of healthcare simulation components as directed by manufacturer support.
- Troubleshoot electrical or networking issues (within warranty guidelines) including auditing and testing all healthcare simulation equipment and systems according to current specification requirements.
- Assist with inventory management, ordering and record keeping of equipment, supplies and assets.
- Collaborate with university information technology services to maintain simulation center technology (desktops, laptops, mobile devices) including maintenance and implementation within warranty guidelines.
- Assist with the maintenance and implementation of simulation center software (operating systems, applications, simulator software).
- Assist with administration and operation of center management systems to record simulations, manage case information, collecting simulation evaluations, and track simulation use contact hours.
- Use and maintain simulation center medical equipment.
- Stay current with emerging technology specific to simulation-based education equipment, task trainers, and simulators.

Qualifications/ Education:

Education:

- Associates Degree
- Preferred knowledge of medical terminology
- Preferred knowledge of human anatomy
- Preferred knowledge of human physiology

Skills & Experience:

Experience

- Preferred clinical knowledge and experience working in a healthcare field such as allied health profession certification and training, Registered Nurse, Licensed Practical Nurse, Certified Nurse Assistant, Paramedic, Emergency Medical Technician, or equivalent demonstrated experience.
- Preferred experience in assessing, troubleshooting, and repairing hardware, software, and equipment in an emergent manner.

Skills

- Ability to quickly learn new technology.
- Preferred fundamental knowledge of computer hardware and software.
- Preferred fundamental knowledge of data capture systems.
- Preferred fundamental knowledge of audio/video equipment and software for recording, duplication, and editing.
- Demonstrated fundamental computer skills in Microsoft applications including but not limited to Word, Excel, and PowerPoint.
- Creative and flexible in designing innovative approaches to solving problems and

improving processes.

Interpersonal Skills

- Able to work under pressure.
- Able to handle all situations with tact, professionalism, and diplomacy.
- Able to organize and prioritize with an attention to detail.
- Able to express technical information clearly and simply to non-technical persons.
- Regard personal development as a priority.
- Maintain confidentiality regarding job assignment and sensitive issues.
- Maintain a welcoming, supportive attitude toward all persons.
- Ability to work independently under limited supervision.
- Excellent interpersonal and communication skills
- Able to work effectively in a team environment with internal and external individuals from different disciplines and different levels of training.

Compensation:

CHSU offers a competitive benefits and compensation package. Salary is commensurate with experience.

Application Instructions

Interested candidates are to electronically submit a letter of interest, a detailed resume and the names, titles, addresses, and telephone numbers of at least (3) professional references who may be contacted. Please send a completed package electronically to careers@chsu.edu and type **Simulation Operations Support Technician** in the subject field of the email.