

Job Title:**Simulation Operations Specialist- College of Osteopathic Medicine****Job Description:**

The Simulation Operations Specialist (SOS) provides support for all simulation operations and works closely with other members of the simulation center team to ensure best practices in simulation are used to enhance learning.

As a team member of the CHSU Simulation Center, this position provides vital technical support and expertise for simulation operations and technology to include preparation, maintenance and repair of complex computerized, high-fidelity mannequin and associated software, and the efficient operation of the data capture systems, related multimedia peripherals, and validating data collected during scenarios. This position also is responsible for setup, takedown, moulage, and programming of requested simulations, ensuring that desired outcomes are achieved.

The individual in this position must be able to communicate with diverse groups of faculty, staff, and community members. Must be detailed oriented and articulate in order to communicate with manufacturers and other hardware/software providers regarding complex issues and troubleshooting. The ideal candidate must be able to think critically, identify problems, trouble shoot and take action to resolve issues in a fast-paced environment

Reports to:**Director of the Simulation Center****Classification:****Full Time****Essential Duties:**

The information provided below is a general description of the Staff Member responsibilities; it is not intended to provide an all-inclusive list of responsibilities.

- Partner with other team members to develop simulation experiences that leverage the state-of-the-art simulation space, equipment, and technology to achieve the educational goals and objectives set forth in the CHSU curriculum.
- Contribute to the development of scenarios, techniques, and equipment necessary for simulation education, mannequin based and standardized patient experience.
- Provide setup/takedown/moulage of requested simulations.
- Responsible for the preparation of documents, setup boxes and supplies for each simulation.
- Program, test and run simulation scenarios for faculty simulation facilitators, assuring that the facility, equipment, manikins, standardized patients and supplies are set up appropriately and that desired outcomes will be achieved; interpret and implement changes when necessary.
- Consult with faculty and staff on appropriateness of simulations and ensure accuracy of scenario documents to achieve learning outcomes.
- Identify needed equipment and moulage for individual learning sessions.
- Provide training/orientation/support to learners, faculty and other simulation center staff in the technical aspects of simulation including appropriate use.
- Orient learners, faculty and clients to the simulation center on related equipment, technologies, and facilities.
- Mentor new simulation center technician staff in simulation center policy, healthcare simulation standards of best practice, equipment and manikins, scenario design, workflow, and day-to-day operations.
- Assist faculty with preparing for and conducting simulation-based learning experiences.
- Contribute to the development of simulation center strategic goals, policies, procedures, and best practices.
- Assist leadership in preparing and maintaining accreditation requirements
- Assist in research activities that occur within the simulation center.
- Provide tours/demonstrations/trainings/forums about simulation and simulation technologies.
- Provide back-up support for special projects or initiatives as related to simulation.
- Maintain current knowledge of simulation resources.
- Assist with the management of records and data within the simulation center including learner and facilitator evaluations, usage statistics, equipment specs and documentation.

- Assist with disposable inventory organization, identify needs and make recommendations.

Equipment, Software & Program Maintenance

- Provide support/maintenance for computer-based multimedia systems and their components, including operation of server infrastructure, digital cameras, video cameras, audio/video mixer, monitors, and medical equipment.
- Provide specialized technical support/maintenance for hi-fidelity computerized mannequins.
- Manage and install software and hardware upgrades and maintain functionality of mannequin components as directed by manufacturer support.
- Audit, test and ensure all equipment and systems run efficiently according to current specification requirements, keeping apprised of periodic product information releases.
- Keep up to date with knowledge and expertise in the use and operation of simulator technologies ranging from anatomic models and task trainers to screen-based simulations to full body patient simulators.
- Perform ad hoc repair and updates, routine maintenance, and assessment of simulation equipment and relevant equipment and systems, arranging for appropriate vendor repairs, replacements, and substitutions; maintain record of repairs. Interface with the equipment manufacturers regarding equipment troubleshooting and system problems.
- Maintain and update simulation lab facility and consumables by inventory and ordering equipment and supplies.
- Keep apprised of all emerging technologies affecting simulation and data capture and participate in technical training.
- Evaluate new equipment and identify opportunities for technological improvement. Conduct research and make recommendations on new technologies.
- Work with campus IT services to understand campus networking and required systems and general troubleshooting of hardware within the simulation center.

This job description is not intended to be all inclusive and the employee will also perform other reasonably related duties as assigned by the Director of the Simulation Center and/.or the Associate Dean for Osteopathic Clinical Education or the respective Department Chair.

Qualifications/ Education:

- Required: Associates Degree or Equivalent Preferred: Bachelor's Degree in a related field.
- Required: previous Simulation or Information Technology experience
- Preferred: Healthcare experience/knowledge – RN, LPN, CNA, Paramedic, EMT, or similar healthcare credential, or equivalent demonstrated experience.
- Preferred: Certified Healthcare Simulation Operations Specialist (CHSOS).
- Required: American Heart Association (AHA): BLS Preferred: , ACLS

Core Competencies

- Knowledge of medical terminology required.
- Knowledge of human anatomy/physiology preferred.
- Experience with setup/takedown/moullage of healthcare simulations.
- Knowledge of computer hardware equipment and software applications relevant to hi-fidelity simulator functions and human patient simulation.
- Knowledge of data capture systems in a simulation environment.
- Knowledge of audio/video equipment and software for recording, duplication, and editing.
- Maintain a welcoming, supportive attitude toward all simulation center persons.
- Able to handle all situations 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.
- Healthcare experience preferred.

- Ability to assess, troubleshoot and determine a fix of 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 approaches to solving problems and improving processes.
- Maintain confidentiality regarding job assignments and sensitive issues.

Compensation:

CHSU offers a competitive benefits and compensation package. The hourly range for this position, is 26.00 to \$36.00 however, salary is commensurate with health care 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 **Simulation Operations Specialist** 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