Position Description
Cover Sheet

In order to make an objective and accurate evaluation of a position, it is very important that the position description (PD) contain specific data. Therefore, please provide all information requested and forward this form through the division dean to the Human Resources Office for classification.

Title __________ Health Sciences Simulation Operations and Technology Support Specialist
Division/department __ HEA
Campus ___________________________ La Plata

Check one: New PD ______ Revised PD __X____ No changes to PD ______

Please identify any similar positions already established within the department:
_________ none ____________________________________________________________

Is this a Director-Level position? Yes _____ No _X_

Reports to __________________________________________________________ Date _____________
(Signature)
Title of Position Reported to Health Sciences Division Chair

Approval __________________________________________________ Date _____________
(Signature - Second-Level Supervisor)

Approval __________________________________________________ Date _____________
(Signature - Dean or President)

Account code(s) ____________________________________________________________

Work schedule __ Generally 8 am-4:30 pm, M-F, with occasional evening and weekend hours.
Requires flexible schedule and inter-campus travel to meet student and faculty needs

FOR HUMAN RESOURCES DEPARTMENT USE:

Position number ____________________________ Grade ___________
Statistical group ____________________________________________________________

Exempt / Non-exempt ____________________________ Date _____________

Requires Financial Disclosure Statement ________

If the employee’s primary position is EXEMPT, there are no limitations for working in a secondary position. If the primary position is NON-EXEMPT, the following rules apply:

1. The employee cannot hold credit or credit-free part-time faculty positions unless a special exception is made by the division VP.
2. The employee must record the total combined hours worked on the system-generated time sheet which is distributed each pay period. The employee is responsible for obtaining the signatures of both supervisors on this time sheet.
3. The employee's total combined hours worked for all positions should not exceed 40 hours in a workweek.
POSITION DESCRIPTION FOR: Health Sciences Simulation Operations and Technology Support Specialist

The Health Sciences Simulation Operations and Technology Support Specialist works with the Nursing and EMS Clinical Simulation Coordinators to provide support for simulation delivery. This person is responsible for the technical operation of the clinical simulation laboratory, maintenance and inventory of equipment and computer software, troubleshooting simulation solutions, and managing Health Sciences specific technology. Major areas of responsibility include collaborating with the Clinical Simulation Coordinators, Health Sciences Lab Coordinator, HEA faculty, and multi-disciplinary groups to assist in the implementation and evaluation of technologies required for simulation programs using industry standards and established best practice standards; managing technology related maintenance agreements; operating computer mannequins and related software, including audio-visual equipment; locating and managing medical supplies needed to enhance delivery of simulation activities (e.g. IV supplies, pumps, dressings, etc.), independently developing solutions to technical problems through application/database design or physical augmentation; and management of other Health Sciences division technology such as laptops, ipads, student response systems, test scanning system, and electronic health record system.

1. Core Responsibilities:

60% - 1. Leads the division in providing operational support for clinical simulation laboratory.
   a. Independently prepares human patient simulator mannequins, room environment, and audio-visual equipment for clinical simulation scenarios
   b. Independently operates all human patient simulator mannequins and audio-visual equipment for clinical simulation scenarios
   c. Independently operates computer hardware and software applications used with the clinical simulation systems
   d. Collaborates with the Clinical Simulation Coordinators and Health Sciences Division faculty to follow medical aspects of scenario and make appropriate adjustments based on participant actions

15% - Manages repairs, maintenance, and inventory of clinical simulation equipment and other Health Sciences Division specific hardware and/or software applications.
   a. Maintains an accurate inventory of human simulator mannequins and control hardware, laptop computers, web cameras, student response devices, and other equipment and software applications
   b. Communicates with manufacturers regarding maintenance, repairs, updates and technology changes
c. Independently updates clinical simulation equipment and other Health Sciences Division specific hardware and/or software applications to ensure proper operation, safety and security.
d. Maintains reference materials for human simulator mannequins and control hardware, laptop computers, web cameras, student response devices, and other equipment and software applications
e. Acts as system administrator for Health Sciences specific applications (ie. ParScore/ParTest, DocuCare)

5% - Participates in professional development activities to advance personal knowledge of simulation technologies.

   a. Remains current with technical and professional skills by attending human patient simulation conferences and training courses
   b. Acquires and maintains skills and knowledge related to existing and newly acquired technologies in the Health Sciences division

10% - Leads the division in providing technical training to faculty and staff

   a. Communicates both technical and non-technical matters effectively in person and in writing with a diverse population
   b. Provides education to faculty on operation of human simulator mannequins and control hardware, laptop computers, web cameras, student response devices, and other equipment and software applications.
   c. Meets with faculty on a regular basis to discuss current issues and future technology needs. Discusses possible uses of technology to further meet faculty and student needs.
   d. Makes purchase recommendations for simulation equipment, hardware, and software applications
   e. Develops Quick-Guide reference aids for faculty and staff

10% - Leads the division in developing solutions to technical problems. Creates or augments software applications to produce efficient, cost-saving solutions to faculty and staff needs.

   a. Identifies problems related to simulation equipment, computer hardware and software.
   b. Independently provides technical solutions, and creates physical instructional resources to enhance simulation realism.
   c. Designs data collection processes and shared databases to capture relevant Health Sciences Division simulation and active learning data.
   d. Plans, develops, and implements new and innovative ways to maximize efficiency.
   e. Recommends and implements changes in work processes to improve quality-of-service.
   f. Recommends modifications to College standards and procedures related to Technology Services.
   g. Researches specifications for simulation, hardware and software products and makes purchase recommendations.
2. **Education/Knowledge Required:** Specify required degrees, experience, special skills and abilities necessary for satisfactory performance.

**Required:**
Associate degree in related field: computer science, information technology, other technical field
1-3 years’ experience with health related learning technology, clinical simulation, and/or information technology
Be accomplished in using Microsoft Office suite (Word, Excel, Powerpoint, Windows Media, etc.)
Be proficient in the ability to troubleshoot hardware/software issues.
Comfortable role playing during simulation experiences

**Preferred:**
Bachelor’s degree in related field: computer science, information technology, other technical field

3. **Supervision:** List all position titles reporting directly to this position, full-time or part-time.
Include student assistants, temporary, permanent and part-time faculty supervised in a typical semester or year.

None

4. **Internal & External Contacts:** Identify contacts required within and outside the college, and purpose of contacts. (Example: Contacts vendors for supplies and materials; or meets with tri-county public and private employers to determine training needs)

HEA faculty and staff to provide clinical simulation support, training, and technical solutions

Other college division faculty and staff to provide clinical simulation technology

CSM Informational Technology department to consult on system and equipment concerns, clinical simulation and health-related learning technologies equipment purchases and hardware/software issues

Vendors, contractors, and consultants involved in clinical simulation teaching and health related learning technologies to evaluate and purchase products and improve processes

External health agency personnel to coordinate simulation technician services related to outside use of the simulation center

5. **Guidelines/Procedures/Regulations:** Identify guidelines, procedures, instructions, regulations and laws within which the position functions. Be specific.

College policies, procedures, and standards.

Must be aware of software licensing laws and requirements.
6. **Communications:** Please describe the written and verbal skills required for the position.

Good verbal and written communication and interpersonal skills. Due to nature of work, frequent contact with users experiencing technical issues will be required; ability to defuse tense situations and work to resolve issues through customer service-oriented approach is required.

Interacts with students, faculty, and staff on a professional level maintaining confidentiality related to patient care and simulation experiences.

Supports a student centered learning environment and contributes effectively to a positive work environment.

Promotes and models a team approach in the conduct of daily operations within the Health Sciences Area

Reinforces and maintains high ethical standards of conduct and procedures to assist in ensuring the security of the College's technology assets and data

7. **Role Complexity:**

Work is completed independently and in coordination with the Clinical Simulation Coordinators and, as described in Core Responsibilities section above.

Role requires extensive team collaboration to effectively provide simulation technology services on multiple campuses with all levels of faculty and staff.

Due to the number of faculty supported, the workload can require the ability to work on multiple, unrelated activities and a wide variety of clinical simulation technology products and applications at the same time.

Role requires ability to plan 3 to 6 months in advance, but also to have the ability to trouble shoot immediate problems related to technology, work load and scheduling.

8. **Creativity & Innovation:**

Independently designs creative solutions to technical problems. Innovative solutions are required to create realistic scenario environment and materials.

Creativity and innovation are required in response to student interaction during scenarios.

Collaborates with the Clinical Simulation Coordinators to establish some processes and procedures.

9. **Impact:**
The majority of responsibilities will impact the Health Sciences Division (faculty, staff, and students) supporting efficient and effective use of the clinical simulation and other specific Health Sciences Division technology products.

Work product will also impact other college divisions and external health agencies using simulation resources.

10. Fiscal Responsibility: Describe the fiscal responsibility. Include total dollars that the position directly controls.

Responsible for recommending purchase of hardware, software, health related learning technologies, and simulation equipment and supplies.

11. Physical Working Environment: Describe the physical working environment and list any hazardous and toxic substances used in the performance of duties.

Office and clinical simulation lab environment.

Requires lifting of heavy objects (mannequins, equipment, etc.).

Requires flexibility in hours worked

Requires work with medical equipment including latex based products

Requires inter-campus travel