



Classification Description

Job Title: Simulation Operation Specialist III

Pay Grade: 117

Job Code: 4164

FLSA Status: Exempt

Job Purpose

The Simulation Operations Specialist III provides technical and operational support within Florida SouthWestern State College's School of Health Profession's Simulation Center. In addition to the technical and operational aspects of the job, the Simulation Operations Specialist III will be tasked with delivering web-based and onsite training and education and supporting the day-to-day operations of all simulation sites. The Simulation Operations Specialist III will provide fundamental clinical expertise during simulation and training scenario design, setup, implementation, and evaluation. The Simulation Operations Specialist III assists with the growth and development of the Simulation Center through project management, training and education initiatives. This position assists all departments/programs within the School of Health Professions as an internal healthcare simulation and training expert, and provides active participation in the overall growth and development of the Simulation Center.

General Responsibilities

Essential Functions

Assists instructors/participants in the utilization of simulation and simulators: orients staff, guest facilitators, key educators, and mentors.

Provides, or assists in providing, simulation center orientation to the participants who engage in simulation activities.

Operates simulators, and mentors other operators, faculty and staff on use of simulation software and equipment in alignment with developed scenarios.

Assists in providing Simulation Center promotional tours, developing marketing materials, and grant-related activities, as requested.

Assists in designing, developing, and evaluating new courses, scenarios, and educational initiatives in collaboration with content experts.

Participates in product design and development requirements for new and emerging educational products.

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Participates as required in simulation and training initiatives, serving as project manager (e.g., program system designs, technical needs outline, operation workflow, and layout), as assigned.

Works closely with vendor Customer Support Services, onsite and online, to ensure technical support is available and trouble tickets are resolved in a timely manner.

Demonstrates continuous learning and applies skills and knowledge to facilitate achievement of Simulation Center and School of Health Professions performance, outcome goals, and standards.

Stays current with regulations, policies, and procedures related to healthcare education, technology, and simulation.

Researches class materials, program training and education needs and best practices, and remains current with industry and healthcare trends, issues, and standards of practice.

Applies evidence-based practice, new concepts and information, and industry aligned approaches and procedures within program operations.

Applies Word, Excel, Outlook, and PowerPoint knowledge at an intermediate level of Microsoft applications, Windows OS, Mac OS, and iOS.

Complies with and enforces all applicable safety rules, regulations, and procedures at FSW campus locations and where ever representing FSW (e.g., program site, trade show, etc.).

Performs all duties in complete compliance with all legal and ethical standards.

Maintains security of proprietary information.

Performs other related duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor's degree in a healthcare field related to the discipline of work, i.e., Medical Simulation, IT/AV/ Computer.

One (1) year of related full-time professional work experience. Appropriate combination of education and experience may be substituted.

Current, unencumbered licensure or certification, as an RN, EMT-P, RT, or CVT. Clinical experience in emergency, disaster, or critical care medicine is strongly preferred.

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CHSE or CHSOS certification required within one years of hire.

Valid Florida Driver's License.

Ability to independently travel as required within the counties served by FSW, whenever needed.

Must attend FSW-provided BLS, ACLS, PALS, and Stop the Bleed trainings, and obtain instructor-level certification in each of these areas within six (6) months of hire.

Familiarity with a wide variety of simulation platforms.

Knowledge of adult learning theory and application to higher education and healthcare training and simulation.

Strong organizational skills and attention to detail.

Excellent public speaking, organizational, and written and verbal communication skills.

Ability to interact with various types of Healthcare, Higher Education, and Business professionals.

Preferred Qualifications

Master's Degree in a major healthcare field of study.

Previous healthcare simulation experience.

Previous experience with team or unit-based staff development education.

Previous experience creating policies and procedures within a healthcare environment.

Experience in providing onsite or remote training and education support to a customer.

Experience conducting web-based healthcare education using Learning Management Systems and video conferencing such as Zoom or a similar platform.

Previous experience as a simulator operator or simulation technician.

CHSE or CHSOS certification at hire.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture. Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.

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- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. Able to sit for long periods utilizing computer systems. On occasion, incumbents may be required to lift, push, pull, and move up to 50 or more pounds (i.e., mannequins).

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: August 16, 2023.