SCHOOL OF NURSING  
Computer Lab Coordinator II (UCP 6)  
(Simulation Operations Specialist)

JOB SUMMARY:

Under the supervision of the Director of Simulation, and within the School of Nursing Simulation Center, the Computer Lab Coordinator II provides consultation to the School of Nursing’s faculty and staff and students on problems, solutions and services related to computing and information technology within the Simulation Center. The Computer Lab Coordinator II manages the simulation laboratories (3) located throughout the state that are used as training facilities in support of Nursing students’ practical training. This position oversees hardware, software, inventory, and documentation and is responsible for providing advanced technical support for the School’s simulation labs, which feature audiovisual (AV) and simulation equipment and systems. This position is based at the Storrs campus but requires frequent travel to regional campus locations.

JOB DUTIES & RESPONSIBILITIES:

1. Maintains and troubleshoots simulation equipment and software in three (3) simulation labs located throughout the state (Avery Point, Stamford, and Waterbury); assists as needed or directed at the Waterbury, CT simulation lab. Reviews and recommends replacement and upgrades to equipment, hardware and software in simulation labs.

2. Routinely visits and oversees the administration of all simulation laboratories at all locations in the state. Inspects and maintains routine security and condition of hardware, software, AV and simulation equipment and functionality of simulation labs. Participates in coordination and scheduling use of simulation laboratories and/or may supervise student workers and/or computer/lab technicians as assigned.

3. Provides faculty simulation support as needed. Assists and trains staff, students and others in simulation laboratory methods and techniques, proper use of equipment and related work. Plans, organizes and administers workshops and training programs on equipment, programs, and related devices, in accordance with School of Nursing program goals as directed.

4. Manages the School’s simulation technology hardware and simulation inventory, including ordering laboratory supplies and the removal of hazardous materials. Maintains necessary records, accounts and proper simulation laboratory and safety procedures.

5. Stays current with technology and simulation changes and pursues ongoing professional development opportunities, as available. Maintains knowledge of the current practices, trends, and innovations in the field of information technology, particularly related to Higher Education and Nursing.

6. Oversees, inventories, maintains, and assists with repairs on all Simulation Center computers, LCDs, software and other computing technologies owned by the School of Nursing. Analyzes and diagnoses computer and simulation software, hardware and communications network problems for simulation staff, students, affiliates and other computer users using Windows, Macintosh, and
mobile device platforms. Recommends corrective simulation solutions for a wide-range of computer applications, hardware, network, and communications technology and software programs.

7. Performs simulation technology equipment moves, repairs, replacements, and maintenance. Oversees simulation computer inventory, loans, and carts. Oversees simulation support, ensures prompt and courteous resolution, and provides emergency assistance for technology and equipment issues reported by UConn School of Nursing Simulation Center employees including desktop and laptop computers, printers, projectors, network devices, digital cameras, audio and video recorders/players, ID card readers, and other technologies as identified or adopted.

8. Records, tracks, troubleshoots and reports on technical simulation service activities and problems including problem counts, categories, statuses, resolutions, and response time. Utilizes problem management system for the handling, escalation, referral and tracking of simulation center requests, problems, or changes that are handled external to the School.

9. Researches and develops recommendations and specifications for advanced technology and equipment in support of the UConn School of Nursing Simulation Center by assisting in the testing, evaluation and installation of new hardware, software, AV and simulation equipment. Negotiates product availability and works with vendors and other specialized professionals internal or external to the University, as needed.

10. Develops, recommends, and implements simulation technology-related guidelines and procedures for the School consistent with University policy, as approved by the Dean. Documents, publishes and updates internal processes and standard problem resolution procedures to improve user knowledge and correct usage of simulation computers, applications, equipment and resources.

11. In the UConn School of Nursing Simulation Center, implements computer virus protection, security, encryption, data back-up, and recovery services. In conjunction with University Information Technology Services, develops and implements disaster recovery plan, implements and monitors data security protocols and access control mechanisms.

12. Is responsible for maintaining proper working order equipment in the simulation center, instruments and related apparatus, which may be highly specialized; trouble-shoots and resolves difficult problems. Works with vendors for repairs and replacement parts; may be responsible for modification of such equipment. Coordinates with ITS, Dean’s Office, and Business Office. Represents the School of Nursing at, and participates in, ITS meetings.

13. Works collaboratively with simulation faculty and staff to ensure proper set up and break down of simulation education sessions.

14. Manages School of Nursing inventory via the use of current applicable programs (currently Asset Panda). Works with University inventory specialists to identify and locate inventory items.

15. Responsible for all aspects of the electronic access to the building including communication with university offices. Serves as the main point of contact and responds to issues by phone, as needed, that may occur outside the normal work schedule.
16. Establishes and maintains collaborative professional relationships with departmental personnel, including management; actively fosters a climate that is welcoming and supportive of the School’s diverse student body and University community.

17. Participates in School of Nursing events as assigned, which includes working occasional evening and weekend hours.

18. Performs other related duties as required or assigned.

**MINIMUM QUALIFICATIONS:**

1. Bachelor’s Degree in Computer Science or related field or equivalent combination of education and training and two (2) or more years of progressively responsible technical experience.

2. Experience with installations, configurations, troubleshooting and repair of computers, peripheral hardware, systems and various software applications.

3. Demonstrated knowledge of standard computing technology, Windows, Macintosh, PDA’s, and mobile devices, and considerable knowledge of desktop applications.

4. Demonstrated ability to apply a variety of concepts, techniques and practices in the specialty area appropriate to supporting simulation laboratory environments.

5. Experience and advanced knowledge of audio-visual systems and related components, including the ability to operate, maintain, analyze and troubleshoot technical problems.

6. Experience with basic security/networking protocols (firewalls, IP addressing) and remediation of computer viruses, spyware, malware.

7. Excellent verbal and written communication skills, with a proven ability to explain complex, technical processes.

8. Ability to exercise sound judgment, make good decisions, work well independently and organize time and tasks with minimal supervision.

9. Demonstrated ability to work collaboratively in a team-oriented environment as well as with individuals, groups, and various units within the organization and externally.

10. Willingness and ability to work flexible hours including occasional evening, weekend, and off-shift hours as needed to support program activities, faculty and staff, and School events or respond to computer/IT emergency situations.

11. Willingness and ability to travel to other campus and/or simulation laboratory locations throughout the state.

12. Ability to lift and carry items weighing up to 150 pounds, with mechanical or human assistance.

**PREFERRED QUALIFICATIONS:**
1. CHSOS certification (Certified Health Simulation Operations Specialist)
2. Computer programming experience.
3. Familiarity with streaming encoders, digital and audio encoders, Crestron, Extron, and Bi-Amp systems.
4. Demonstrated experience troubleshooting, integrating and maintaining complex audio and video systems and equipment and/or other instructional technologies used in hi-tech classrooms or laboratories.
5. Experience maintaining and operating simulation equipment such as mannequins.
6. Experience with simulation software including Gaumard and Laerdal.
7. Experience with disaster recovery to include data back-ups, migration and recovery services.
8. Knowledge of principles and practices of training and development methods and techniques, including ability to identify training and learning needs.
9. Prior technology support experience in a higher education environment.
10. Experience planning, organizing and coordinating training programs related to program specialty.
11. Previous exposure to healthcare industry such as a hospital or alternative medical and simulation environment

Appointment Terms: This position is a full-time, 12 month, 35 hour work week, permanent position. Salary is commensurate with experience and includes full benefits.

To Apply: Interested applicants should apply on line through UConn Jobs at www.jobs.uconn.edu, Staff positions (Search 2019298). Please include a cover letter, resume, and the names and contact information for three (3) professional references. Screening will begin immediately. Employment of the successful candidate is contingent on the successful completion of a pre-employment criminal background check (Search #2019298). Include the search number in all correspondence.

All employees are subject to adherence to the State Code of Ethics, which can be found at http://www.ct.gov/ethics/site/default.asp

The University of Connecticut is committed to building and supporting a multicultural and diverse community of students, faculty and staff. The diversity of students, faculty and staff continues to increase, as does the number of honors students, valedictorians and salutatorians who consistently make UConn their top choice. More than 100 research centers and institutes serve the University’s teaching, research, diversity, and outreach missions, leading to UConn’s ranking as one of the nation’s top research universities. UConn’s faculty and staff are the critical link to fostering and expanding our vibrant, multicultural and diverse University community. As an Affirmative Action/Equal Employment Opportunity employer, UConn encourages applications from women, veterans, people with disabilities and members of traditionally underrepresented populations.