

JOB DESCRIPTION:	Technical Support Analyst		
DEPARTMENT:	School of Nursing		
REPORT TO:	Associate Dean of Nursing		
EEO CLASSIFICATION:	Professional	FLSA STATUS:	Exempt
CUPA HR CLASSIFICATION:	463120	DATE APPROVED:	01-OCT-2020
		DATE MODIFIED:	25-MAY2025

SUMMARY: Provides user support, general problem analysis and resolution, and technical assistance in the areas of computers, multimedia, telecommunications, networking and a library.

DUTIES:

1. Creates and implements lab policy for staff, faculty, and students that is in accordance with the guidelines set forth by the School of Nursing Accreditation standards.
2. Maintains a computer database of equipment and capture the amount of usage and life span of equipment, laboratory materials i.e. expendable medical equipment at the Silver City Campus as well as the Deming, and Truth or Consequences locations.
3. Aligns semester laboratory purchases within budgetary constraints by researching online medical vendors for cost comparison of medical/laboratory supplies.
4. Distributes pre-approved New Mexico Nursing Education Consortium simulation standards to students one week prior to the simulation. Prepares and distribute laboratory supplies to student nurses one week ahead of scheduled labs
5. Responsible for modulating the price per student per lab event so as to maintain a coherent idea of the cost per student per semester. Liaise with the Program Manager and the Associate Dean to help set the student lab fee cost based on the cost per student per lab event.
6. Maintains an itemized list of durable laboratory and medical equipment. Perform preventative maintenance on durable medical equipment for all locations. Liaise with manufacturers with whom we have a contractual warranty to have expert technicians sent in for routine deep maintenance.
7. Updates operating software to link box and control systems for high-fidelity simulators and updates Firmware for Data Sim-Pads for mid-fidelity simulators at the Silver City Campus for all three locations.
8. Responsible for preparing the simulators to the preset physiological conditions immediately prior to a simulation. Responsible for any moulage of the simulator or any standardized patients.
9. Responsible for any trouble shooting procedures that may be necessary during the course of the simulation. Capable of role playing when simulation calls for a human standardized patient. Films the simulation focusing on the students which are acutely engaged in a kinesthetic (hands on) operation.
10. Performs other duties as assigned.

REQUIREMENTS:

1. **Education /Background:** Technical certificate or specific coursework or training in computer software/hardware or other related field or two to three years of experience working with computers including software installation and hardware repairs with some supervisory experience. A+ certification is preferred. Bilingual (Spanish) preferred.
2. **Job Knowledge:** Must have solid demonstrated knowledge of media and computer functions. Must be knowledgeable of University policies. Must be able to handle multiple deadlines and maintain accuracy. Must be sensitive to cultural differences within the University and community. Working

knowledge of Adobe Creative Suite and Office 365 Suite. Customer service oriented.

3. **Working Conditions/Physical Demands** (With or Without Accommodations): Normal office, may travel some within the community/project location when needed. May be required to transport normal office equipment and materials. Ability to comprehend and work with a variety of information from various sources. Able to clearly communicate with a diverse population of individuals. Ability to compose correspondence and reports and remain in a sedentary position for prolonged periods of time. May be required to work additional hours or days depending on circumstances.
4. **Other requirements:**
 - a. Requires a valid driver's license.

This job description is not an exhaustive list of all responsibilities, skills, duties, requirements, effort, and/or working conditions associated with the position. Management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change. In addition, this job description is not intended to create a contract of employment between the employee and Western New Mexico University, nor shall it be regarded as a promise to provide specific terms or conditions of employment.

I have read, understand and accept a copy of this job description.

Employee Signature

Date

Employee Name (Printed)