Job Description
Simulator Engineer
Reporting to: Director, Technology Operations

I. THE HELPMESEE MISSION

HelpMeSee is comprised of a global Innovation & Technology workforce, including 75+ subject matter experts and talented technology solution providers, and we are looking for passionate, talented individuals to join our team.

HelpMeSee is committed to ending preventable cataract blindness worldwide. Today, 100 million live with cataract blindness and visual impairment due to cataract. Why? Because there are simply not enough specialists to perform cataract surgery. A surgery that can restore sight and restore lives to the 100 million people in need.

At **HelpMeSee**, we have the technology to educate surgeons. The most life-like high fidelity virtual eye surgery simulator available – the only one of its kind. We have the training. An instructor-led simulation-based program that teaches eye doctors cataract surgery. We are working with premier global partners. The very best leading educational institutions around the world, training the next great surgeons.

At **HelpMeSee**, surgical eyecare simulation-based training is what we do. Helping people to see again is why. Come join our team and use your gifts and talents to make a difference every day!

II. JOB SUMMARY

The successful candidate will be responsible for:
-   Installation, Configuration, Improvement, Troubleshooting and Support of both Software and Hardware of the HelpMeSee Eye Surgery Simulator
-   Implementing standard procedures for day-to-day upkeep
-   Performing preventative and corrective maintenance
-   Logistics related to Simulator or Simulator parts shipments

The position will be based out of New Jersey SIMLab. The focus of the position will be to support simulators in the Americas; however, additional travel abroad may be required.

III. PRIMARY RESPONSIBILITIES

HelpMeSee Eye Surgery Simulator System Hardware:

- Perform periodic maintenance and repairs of the Simulation-based System, including spare parts
- Test and configure the hardware equipment
- Report and resolve operational issues remotely and onsite
- Extend remote or onsite support for simulation-based installations at the sites assigned
- Interface with various vendors/suppliers/developers as necessary
- Monitor simulator utilization and logs
- Support demonstrations to visitors in the HelpMeSee New Jersey SIMLab
- Travel to sites for installations and demonstrations

- Create and assist on new service and troubleshooting documents
- Provide hands-on training to newly hired simulator technicians
- Crate, pack, and ship simulators and equipment to various locations worldwide

HelpMeSee Eye Surgery Simulator System Software:

- Strong troubleshooting and configuration skills
- Moderate scripting skills (ability to run command line programs. Basic windows PowerShell, Batch and/or Python scripting desired)
- Moderate network configuration skills (configure network adapters in Windows, troubleshoot switch/router connectivity issues)

General Job Responsibilities:
- Follow the organizational ethics, procedures, and workflows
- Follow the standard operational and maintenance procedures for the simulator, simulator network, and associated systems
- Interface with other interdependent functions within HelpMeSee as necessary
- Support and Interact with different teams related to simulator hardware and software development projects
- Work closely with project management and local teams to determine the system requirements for the deployments
- Work closely with onsite technicians to determine the functional status and availability of spares and equipment
- Continuously improving procedures and instructions
- Continuously add/create documentation to increase the Knowledgebase

IV.   TRAVEL

Domestic and International travel may be required for 20-30% of the time

V.   REQUIREMENTS/QUALIFICATIONS

Required:
- Requires a four-year technical degree (computer science, engineering, etc.) and 2 to 4 years of related experience in electronics, engineering, or other such simulation systems or equivalent experience.
- Moderate mechanic skills – replacement of mechanical parts such as computer components, small delicate servos
- Moderate electronic skills – ability to use a multimeter, replacing connectors, fuses, etc.
- Able to follow generic software configuration instructions and troubleshoot software through configuration changes
- Proficient in structured problem-solving techniques
- Proficient level in Office 365 applications Word, Excel, PowerPoint, Outlook
- Physically fit to lift a weight, move, bend and good visual and auditory senses as required for the job
- Must exhibit high performance and capability to work in a global team environment
- Able to travel outside of the United States

Desirable:

- Experience in virtual reality, medical simulation, or flight simulation
- Soldering skills
- Familiar with the ISO 9001 or other such quality systems
- Logistics and shipment process
- Reading and understanding Electrical and Network Diagrams
- Reading and understanding Mechanical drawings
- SharePoint, PowerBI, and PowerApps

VI. DETAILS

Start date: Immediately
Education requirements: Technical school graduate in electronics or engineering
Employment type: Full-Time
Location: New Jersey SIMLab

VII. HOW TO APPLY

Please email cover letter and resume to jobs@helpmesee.org with the email subject heading as follows:
"Simulator Engineer." Please include minimum salary expectations.

*Candidates should be legally authorized to work in the U.S.

HelpMeSee, Inc. is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sex (including pregnancy), sexual orientation, national origin, genetic information, disability, age, veteran status, or any other status protected by law. HelpMeSee, Inc. will not tolerate discrimination or harassment based on any of these characteristics.