POSITION DESCRIPTION

Position Title: QRIScloud Technical Support Engineer
Organisation Unit: Research Computing Centre
Position Number: New
Type of Employment: Fixed Term, 12 months
Classification: Hew Level 6

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world’s top universities, as measured by several key independent ranking, including the CWTS Leiden Ranking (32), the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (42), QS World University Rankings (48), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (69). Excluding the award component, UQ is now ranked 45th in the world in the ARWU, and is one of the only two Australian universities to be included in the global top 50.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland’s highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 52,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 15,400 international students from 135 countries, adding to its proud 250,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a $1.75 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.
UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://uniqest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

Organisational Environment

Established in 2011, the Research Computing Centre is a University level Centre reporting to the Deputy Vice-Chancellor (Research) that provides coordinated management and support of the University’s sustained and substantial investment in eResearch infrastructure. The Research Computing Centre is an innovative and multidisciplinary environment that supports collaboration to facilitate discoveries in science and engineering, humanities, and social sciences, through advanced computation, data analysis and other digital research tools. The Centre enhances the University’s eResearch infrastructure, and provides support for interdisciplinary research and education. The Centre interacts with all Faculties and Institutes, the University’s Information Technology Services and the Queensland Cyber Infrastructure Foundation as well as industry and government.

Information about the Faculty and the School may be accessed on the Faculty’s web site at http://www.rcc.uq.edu.au

The Technical Support Engineer role will focus on support of QCIF’s QRIScloud services. More information about QRIScloud can be found at https://www.qriscloud.org.au

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq

DUTY STATEMENT

Primary Purpose of Position

As a proactive and experienced Technical Support Engineer with a passion for technology, this will be in a largely customer-facing role that requires you to provide expert assistance to Queensland researchers in the use of QRIScloud’s extensive storage, cloud computing, and high-performance computing infrastructure, platforms, and services to meet their research outcomes.

You will regularly liaise with members, users, and operations staff to ensure services are operating as expected and use your excellent communications skills to keep stakeholders informed of interruptions.

As part of the broader QRIScloud services and operations team, you will be involved in innovative projects to expand QRIScloud’s infrastructure and services, providing a unique opportunity to learn new skills, particularly in cutting-edge cloud technologies

Duties

Duties and responsibilities include, but are not limited to:
• Deliver expert support and assistance to users in the use of QRIScloud to meet their eResearch needs.
• Participate in the National eResearch Distributed Help Desk.
• Complete end-to-end processing of QRIScloud compute and storage allocation requests from their assessment through to provisioning.
• Prepare and distribute customer communications for service interruptions, outages, and security notifications.
• Proactively engage with QRIScloud users to understand how they utilise the compute and storage resources provided to them, looking for opportunities to optimise usage.
• Actively participate in Hacky Hour: weekly face-to-face consulting sessions with end-users.
• Complete project-based work to expand QRIScloud infrastructure and services.
• Identify opportunities to improve documentation and services to increase the value members and researchers derive through the continued use of QRIScloud.
• Create internal documentation to a standard sufficient to enable subsequent usage and maintenance by others.
• Work with other staff, and early adopters, to roll out new services.
• Contribute to end user documentation and training materials with the project team.

Other
Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:
• the University’s Code of Conduct
• requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Institute/School
• the adoption of sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures
• requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed by the University

Organisational Relationships
The position reports to the HPC Manager, Research Computing Centre, and will be managed through the QCIF organisational group.
SELECTION CRITERIA

**Essential**

- Bachelor degree in a relevant field.
- Australian citizen or permanent resident.
- At least two years' experience in a customer-facing technical services team.
- Excellent customer service skills.
- Ability to be patient with novice users.
- Demonstrated success in resolving customer issues, with actions and attitudes reflecting a sense of priority and ownership to customers.
- Demonstrated ability to trouble-shoot issues to resolve problems or propose solutions to complex problems.
- Demonstrated ability to clearly document processes and procedures to a level that others can easily follow.
- Ability to develop effective professional relationships.
- Ability to work collaboratively with colleagues from different disciplines as well as with administrative and technical staff.
- Demonstrated high level of drive and enthusiasm.
- Ability to prioritise own workload, work independently and meet deadlines.
- An enjoyment of, and interest in, contributing to the development of productivity tools for research.

**Desirable**

- Knowledgeable about cloud services (IaaS, SaaS, PaaS) for compute and storage.
- Demonstrated ability to develop and implement process enhancements.
- Experience with Linux operating systems, MySQL databases, SQL, and Python.
- Experience with High Performance Computing (HPC).
- Experience with the use of hosted ticketing systems such as FreshDesk and ZenDesk.
- Experience with OpenStack, GPFS, and DMF.

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University’s Diversity and Inclusion webpage ([http://www.uq.edu.au/equity](http://www.uq.edu.au/equity)) for further information and points of contact if you require additional support.

This role is a full-time position; however flexible working arrangements may be negotiated.

Accessibility requirements and/or adjustments can be directed to recruitment@uq.edu.au