POSITION DESCRIPTION

Research Computing Support Officer

Position Level | 7
Faculty/Division | Division of Research & Enterprise
Position Number | 00072940
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Position Summary

Research Technology Services are a key enabler for researchers. These services include Research Consulting, Computing and Data Services. Responsibility for these services in the University’s 2025 Strategy sits with the PVC Research Infrastructure as portfolio lead.

The Research Computing Support Officer is responsible for providing user support within one or more aligned Research Computing services. The position will directly provide consulting advice, training and engagement and is expected to work closely with researchers to achieve project goals through the use of Research Technology capabilities within their service areas or by brokering external services.

The role of Research Computing Support Officer reports to Manager ResTech and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Perform service support activities for assigned portfolio of Research Computing to agreed service levels.
- Provide day to day system administration (hardware and software) and user support for our local research cluster to agreed service levels, tracking service indicators, maintaining documentation and escalating as required.
- Oversee duties and tasks listed in unit operational plans for services; ensuring systems or services are available, tracking service indicators, maintaining documentation and escalating as required.
- Implement service promotion, training and engagement activities within assigned portfolio, maintaining user community-of-practice and Faculty specific engagement activities, delivery of technical training activities.
• Carry out Research Technology or related UNSW project activities for service improvements and adoption within assigned portfolio or other initiatives as required.

• Provide subject matter expertise, develop knowledge of best-practices and relevant state-of-the-art technologies that may be applied support UNSW research in portfolio areas.

• Directly support UNSW researchers and their research activities, ensure consultation to understand project goals, delivering personal or group training.

• Apply existing research technology capabilities within service areas or developing new tools or techniques.

• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.

• Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

Skills and Experience

• A degree in computer science, engineering, science (or equivalent discipline) or working experience (over 1 year) providing user support in a relevant Research Computing area (e.g.: High Performance Computing, Cloud Computing, Systems Administration) environments such as a University, eResearch or Scientific Organisation.

• Demonstrated understanding of the current National Research Infrastructure (eResearch) investments in one or more Research Computing portfolio areas.

• Demonstrated ability to troubleshoot software and hardware issues on HPC machines as well as demonstrated ability to install, maintain and optimize HPC software.

• Demonstrated experience with HPC scheduler such as PBSPro or SLURM.

• Excellent interpersonal skills, with the ability to build relationships with a diverse range of backgrounds and computer knowledge.

• Demonstrated strong verbal and written communication skills including ability to provide status reports and to provide technical training in informal and formal contexts.

• Ability to work in a team and to prioritize in a challenging environment including flexibility in dealing with multiple assignments and working on several projects simultaneously.

• An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.

• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

About this document
This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.
This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.