

Position Description

ICT Research Support Officer

Position No:	50120749
Department:	Information and Communications Technology (ICT)
School:	Enterprise ICT
Campus/Location:	Melbourne (Bundoora)
Classification:	Higher Education Officer Level 8 (HEO8)
Employment Type:	Fixed term, Full-Time
Position Supervisor:	Manager Unix Systems
Number:	50015428
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

For enquiries only contact:

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Position Description

ICT Research Support Officer

Position Context

Reporting to the Manager, Unix Systems, the ICT Research Support Officer will have responsibility for day-to-day management of specialist research ICT infrastructure and associated services. This position will ensure that the research needs of research groups are met efficiently and effectively in compliance with University and Government regulations.

Additionally the ICT Research Support Officer will provide assistance with planning and design of a major project to migrate HPC capabilities and services between suppliers, ensuring a seamless transition.

Duties at this level may include:

- Responsible for the day-to-day management of specialist research infrastructure and associated services including:
 - Provision of programming support for enhancements and changes are required by key stakeholders;
 - Problem resolution and programming correction when errors are identified;
 - Maintenance of comprehensive documentation articulating the design, technology, and support constructs of specialist research infrastructure;
 - Liaison with internal and external stakeholders over the operation, maintenance, and future improvement of specialist research infrastructure.
- Responsible for the provision of assistance to researchers in instruction on the effective and efficient management of research data, including generation, storage, manipulation), publication, and archiving.
- Responsible for supporting requests for High Performance Computing services and liaison with HPC provider.
- Engage with external entities for service provisioning on matters including liaison, planning, design, and support.
- Develop, and/or provide assistance to, the identification and development of research infrastructure opportunities through internal or external grant programs.
- Collaborate with La Trobe researchers and the research community to identify, design, document and implement:
 - Improvements to existing services;
 - New services;
 - Specialist solutions
 - Decommissioning of unused services.
- Participate as an active team member of ICT, and in particular, support groups associated with developing and supporting researchers and associated services.

Key Selection Criteria:

- Completion of a tertiary qualification in Computer Science or Software Engineering with at least 4 years relevant work experience, or an equivalent combination of education and/or training, including broad experience in a scientific teaching and/or research environment.
- Demonstrated expert knowledge of ICT infrastructure, high performance computing, IT systems, programming languages, and database systems that underpin contemporary research activities across a broad spectrum of researchers, specifically in the Linux operating system.
- Demonstrated expert experience in the conduct of ICT service development, research, evaluation, and design – including new and emerging technologies.
- Demonstrated knowledge of research data management principles, practices, and associated methodologies, encompassing the research data lifecycle.

- Excellent interpersonal skills with the demonstrated ability to liaise and work with diverse groups of stakeholders, including staff at senior levels, students, and other organisations.
- Demonstrated high-level analytical skills.
- Capacity to work independently as well as in a team environment.
- Demonstrated high level of proficiency with written and spoken English, including complex system documentation.
- Demonstrated capacity to mentor, train and support other technical staff or researchers in the use of ICT.

Desirable Attributes:

- Experience in a university or research environment.
- A current RedHat certification.

La Trobe Cultural Qualities

Our cultural qualities underpin everything we do. As we work towards realising the strategic goals of the University we strive to work in a way which is aligned to our four cultural qualities:

- We are ***Connected***: We connect to the world outside — the students and communities we serve, both locally and globally.
- We are ***Innovative***: We tackle the big issues of our time to transform the lives of our students and society.
- We are ***Accountable***: We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.
- We ***Care***: We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities.

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Initials: Date: