THE UNIVERSITY OF WYOMING
JOB DESCRIPTION

This is a description of a staff position at the University of Wyoming not a job opening announcement. Look for current job openings at the following link: UW Human Resources.

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Title: ARCC RESEARCH SUPPORT

Reports To: Designated Supervisor

UW Job Code: 4527

UW Job Family: 38 - Computer Professional

SOC Code: 15-1220

FLSA: Exempt

Pay Grade: 26

Date: 9-1-22

JOB PURPOSE:

Under limited supervision, act as liaison and guide for researchers' use of ARCC's services. Assess and understand researcher scientific workflow in order to optimize their usage of computational resources using an understanding of basic research methodology as well as a high-level understanding of ARCC's technical services, such as HPC, digital storage, data management, programming, software installations, and provide assistance with these services to all users.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Respond to users' technical issues utilizing ARCC services including HPC, data storage, scientific software, as well as with nationally available resources. (e.g. NWSC supercomputer.)
- Act as liaison for research labs in relation to ARCC tech services, and support researchers' use of nationally available computational resources. This includes assessing the scientific needs and workflows of research labs and making recommendations on how to best utilize technical resources.
- Document ARCC services from user perspective, including setting up operational procedures and best practice guidelines.
- Install scientific software, packages and libraries on individual Linux desktops and clusters.
- Assist in the life cycle of user accounts and projects, lead office hour sessions, assist in the creation and presentation of teaching, training and workshops.
- Review and optimize computational workflow and related jobs.
- Provide software development assistance in one's area of expertise
- Attend and represent ARCC at regional, national and international conferences.
- Assist with management of work assignments within the End User Support team.
- Professional development for continued support of new technology. Must research and learn about new technologies that affect high performance computing, as they are developed.

SUPPLEMENTAL FUNCTIONS:

- Manage, develop and design databases for ARCC infrastructure and Research projects, delegate to staff when necessary.
- Data management and curation.
- Other duties as assigned

COMPETENCIES:

- Analysis/Problem Identification
- Collaboration
- Attention to Detail
- Quality Orientation
- Strategic Planning
- Technical/Professional Knowledge
- Work Prioritization & Management

MINIMUM QUALIFICATIONS:

Education: **Master's degree in scientific related field, such as physics, engineering, biology, bioinformatics, statistics, computer science or related**

Experience: **2 years work-related experience**

Required licensure, certification, registration or other requirements: **None**

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Computer Science principles, theories, and concepts of computer programming.
- Project management.
- Management information systems/processes/procedures.
- Computer programming languages in use in the area.
- Computer programming software and hardware applications.
- Computer systems operation and network administration.
- Data processing equipment and programming tools.
- Design technology and techniques to create, enhance, and maintain computer system design.
- Operating systems and network/systems protocol.
- Maintenance and enhancements of computer programs.
- Current technology advances.

Skills and Abilities to:

- Manage projects to meet multiple and conflicting project timelines.
- Provide project leadership.
- Mentor and coach.

- Effective oral and written communication skills.
- Translate technical information into user-friendly program documentation.
- Make effective decisions impacting projects.
- Interpret processes, flow charts and schematics.
- Test new data processing equipment and computer system applications and recommend purchases and standards.

WORKING CONDITIONS:

No major sources of discomfort, standard office environment.

Authorized by Classification/Compensation, Human Resources

Employees may be requested to perform job-related tasks other than those specifically presented in this description. Participating in the University's hazardous waste minimization program is part of the job of each employee who uses (or may come in contact with) hazardous materials. Fair Labor Standards Act (exempt/non-exempt) is designated by position. University of Wyoming actively supports Americans with Disabilities Act and will consider reasonable accommodations.