



## **User Support Specialist**

Joint Institute for Computational Sciences High Performance Computing Facility

### **Summary:**

The University of Tennessee (UT) is seeking an individual with a proven track record as a User Support Specialist for the Joint Institute for Computational Sciences (JICS) High Performance Computing (HPC) Facility. Pre-eminence in high performance computing is increasingly critical to maintaining U.S. scientific and technological leadership. JICS is planning the acquisition and deployment of a high performance computing system to enable the National Science Foundation's (NSF) science and engineering communities the capability to address some of their most computationally challenging research needs. The position reports to the Group Leader, User Assistance & Outreach Group in the JICS HPC Facility.

The User Support Specialist will provide technical support, debugging and parallelization assistance, software installation, writing and maintaining documentation, tracking known issues, providing training, and developing utilities. Support is provided for both local and remote users to assist them in using the computing resources effectively and efficiently. This will involve working closely with other staff members in the systems, storage, and end-station support groups to provide a comprehensive support program.

### **Responsibilities & Qualifications:**

Qualifications Required: The position requires a B.S. in a related technical, scientific, or engineering discipline as a minimum. Other requirements for the position include:

- Ability to communicate with and understand the complex requirements of scientists, engineers and professional staff in the deployment of high performance computing solutions
- Experience compiling code on high performance computers
- Ability to analyze, optimize, and debug user codes
- Knowledge of multiple computer languages (e.g., FORTRAN, C, C++) in a UNIX environment
- Excellent interpersonal skills, oral and written communications skills, organizational skills, and strong personal motivation

Desired qualifications include:

- Knowledge of scalable parallel software development methodologies including MPI (message passing interface)
- Experience providing user support or code development support in a high performance computing environment

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