

Position: User Community Support Officer

The EGI Federation provides a pan-European Infrastructure set up to deliver advanced computing and data services for research and innovation. It brings together hundreds of data and compute centres in Europe and beyond. The federation has, over more than a decade of history in delivering unprecedented data analysis capabilities to more than tens of thousands of researchers from over hundreds virtual organisations covering many scientific disciplines. The EGI mission is to create and deliver open solutions for science and research infrastructures by federating digital capabilities, resources and expertise between communities and across national boundaries.

The EGI Foundation coordinates the EGI Federation on behalf of the participants of our Council: national federations of services and resources providers and European Intergovernmental Research Organisations. Headquartered in the Science Park in Amsterdam, the EGI Foundation is not-for-profit and was established in February 2010 under the Dutch law.

Job Summary

The EGI Foundation is looking to recruit a **User Community Support Officer** to assist EGI in the support of research communities enabling their scientific applications from various domains to make the best of the resources and services from the EGI service catalogue, with a focus on earth sciences and astronomy.

The **User Community Support Officer** will work in the context of two European projects: NextGEOSS and AENEAS¹.

A key activity of NextGEOSS is to contribute to GEOSS (Global Earth Observation System of Systems), by developing the next generation centralised European hub for Earth Observation data, where the users can connect to access data and deploy EO-based applications. In this context, we are looking for a **User Community Support Officer** who will technically support user communities in providing the data and resources together with Cloud resources, seamlessly connected in an integrated portfolio of added value applications. The **User Community Support Officer** is expected to provide technical advices and consultancy to identify the best solutions to get scientific and/or commercial applications up and running on an integrated research cloud platform, with dedicated support mechanisms tailored to users' needs. This includes serving as a matchmaker for users and the appropriate service provider(s) across the EGI Federated Cloud and beyond. This will be carried out primarily in support of the NextGEOSS pilots.

In the context of the AENEAS project, the **User Community Support Officer** will work giving support and recommendations on solutions for distributed computing and data management, on the development of the SKA AAI infrastructure, and on federated service management in the context of international collaborations. Purpose of the AENEAS project is to develop a concept and design for a distributed, federated European Science Data Centre (ESDC) to support the astronomical community in achieving the scientific goals of the Square Kilometre Array (SKA). AENEAS brings together all the European member states currently part of the SKA project as well as potential future EU SKA national partners.

¹ <https://nextgeoss.eu/> and <https://www.aeneas2020.eu/>

The **User Community Support Officer** will work as member of the User Community Support Team of the EGI Foundation. The position will offer the opportunity to closely work with the EGI technical partners and infrastructure providers.

Job Purpose and Responsibilities

- Work with scientific communities and innovators in the area of earth sciences and astronomy to identify technical requirements and support the integration of scientific applications with distributed data and compute infrastructures, including high throughput compute and Cloud compute.
- Provide technical support on solutions for federated Authentication and Authorization.
- Work with user communities experts in the definition and execution of technology and service tests and pilots.
- Coordinate the set-up of scientific services with the involvement of users, software developers and service operators.
- Support user communities and distributed service providers in the adoption of IT Service Management practices and in defining IT Service Management Systems.
- Maintain relevant knowledge of technology standards, cloud computing trends, emerging technologies, and software provisioning best practices.

Relationships

- With the community experts and e-Infrastructure experts in requirements gathering, e-infrastructure design, application integration and testing.
- With the User Community Support Team at the EGI Foundation to exchange information on the evolving needs of key user communities.
- With EGI technology providers and infrastructure providers to customize existing solutions to the needs of reference communities, to discuss new technical requirements and collaborate on implementations.
- With the EGI Operations Teams and cloud providers to provide a distributed HTC and Cloud platform that meets the user community requirements.

Skills and qualifications

- Proven successful experience in working with scientific applications in requirements gathering and porting to distributed computing infrastructures.
- Proven successful experience with federated Authentication and Authorization, Cloud technologies and system integration.
- Hands-on experience with distributed storage, data and computing technical solutions.

- Advanced knowledge (and preferably formal qualifications) in the area of IT service management.
- Experience of participation in collaborative projects with external partners (e.g. projects funded by the European Commission).
- Ability to prioritise work to meet challenging deadlines.
- Availability to travel regularly within Europe.
- Excellent command of English, both spoken and written.
- Strong written and verbal communication skills.
- Master's degree or MBA or equivalent work experience in related areas.

Work Related experience

Minimum three (3) years progressively responsible experience in related areas.

Duration and salary

The position is offered for the period of 18 months. This is a full-time temporary position based in Amsterdam. Remote working opportunities might be considered depending on the demonstrated experience of the candidate.

For this position we can also consider applications from employees of EGI Participant organisations. A secondment to the EGI Foundation offers the chance to improve and enhance skills and experience by working in an international research collaboration environment. To check if your organization is entitled to participate in our secondment programme, please get in touch with jobs@egi.eu.

Duration and salary

Depending on experience, gross salary will be in the range of 3,634 euros to 5,104 euros per month for an employee based in the Netherlands, with additional holiday (8% annual gross) and end of year (5% annual gross) being paid proportionally to the time employed. Higher salary may be envisaged for exceptional profiles. Non-native employees new to the Netherlands may be eligible for a special tax status. There is a company health and pension scheme to which both the employer and employee contribute and 31 days of leave.

Employees willing to work remotely will be offered different conditions depending on the national regulations and the application of a country correction coefficient.

Equal opportunities

The EGI Foundation is committed to creating a diverse environment and is proud to be an equal opportunities employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age or veteran status.

Process and timescale

- Closing date for applications: 30 June 2018 midnight CET
- Expected starting date: from mid-July 2018.

To apply

Please send a cover letter and your CV to jobs@egi.eu
The interview phase may foresee a practical assignment.