

The EGI Foundation is looking for a Community Support Specialist

Job summary

We are looking for a Community Support Specialist to assist the EGI Federation in delivering technical support to its international research communities. The specialist will engage with researchers from different scientific domains to capture and analyse their requirements and preferences for storage, compute and data analytics services, and will advise and support them to obtain bespoke solutions from the EGI Federation providers.

The position requires technical experience in providing technical advice from scientific communities with complex digital needs and capturing user requirements, analyse them for the delivery of bespoke solutions, and in being able to support the user community from design to validation phase.

The Community Support Specialist will work with the Community Support Team of the EGI Foundation and with distributed support centres of the EGI Federation members. The specialist will also work in close collaboration with the Technical Solutions Team and the Service Delivery Team, and with technical experts from the broader EGI Federation.

The Community Support Specialist will assist the integration of scientific datasets and applications with the technical and operational cloud storage and other services and tools from the EGI service portfolio. He/she will cooperate with distributed technical teams to deliver customised solutions according to the community needs. The position offers the opportunity to work in EU-funded international research projects.

Job purpose and responsibilities

- Work with research communities to identify requirements and technically support the integration of scientific datasets, applications and data analytics platforms with the EGI infrastructure.
- Work in collaboration with user support experts in the community and with other e-Infrastructures in Europe.
- Participate in the definition and execution of technology co-design and validation programmes.
- Liaise with technical teams to ensure that services evolve according to the new user requirements.
- Coordinate small projects and interest groups with research communities, technology providers and service providers to deeply explore topics of common interest.
- Contribute to the definition of, development and delivery of the EGI Annual Community Support and Training plan.
- Participate in training activities for new communities and new customers.
- Keep himself/herself abreast of technical developments in scope in his/her solution area and maintain relevant knowledge of technology standards and best practices.

Relationships

The Community Support Specialist will work

- With user communities to identify requirements and technical gaps, co-design solutions, and support them from design to deployment.
- With the Community Support Team of the EGI Foundation and community experts in defining target communities and scientific applications and service provisioning models.
- With the Technical Support Team of the EGI Foundation and solution providers to drive the evolution of the already existing and new EGI services taking into account the technical requirements from the targeted communities.

Essential requirements

- Computer Science degree, or related field, with relevant further working experience
- Proven experience with one or more of the public Cloud services and related technologies, preferably OpenStack.
- Experience with distributed data management and data analytics tools, for example Jupyter Notebooks
- Good understanding of programming languages, preferably Python or R.
- Experience with distributed version control (Git and GitHub).
- Experience in working with international distributed teams is a plus.

Other requirements

- Fluent spoken and written English communication skills.
- Detail oriented, thorough, and organized.
- Excellent time management and prioritisation skills.
- Ability to travel within Europe (after the Covid restrictions are over).
- Ability to write and communicate effectively in English.
- Strong collaboration and interpersonal skills, and ability to work well within a team.
- The position is offered for a period of one-year renewable upon satisfactory performance.

Offer

- This is a full-time (40 hours per week) position.
- The place of work is the EGI Foundation office in Amsterdam (a relocation package is available) or a remote one depending on the demonstrated experience of the candidate, in accordance to the EGI Foundation terms of employment. As an alternative, the position can be awarded to existing staff from organizations participating in the EGI council through a sabbatical or a collaboration agreement for the duration of the activity with or without temporary transfer of the employment contract to the EGI Foundation. In both cases in order to be appointed an authorisation from the home institute will be required. The EGI Foundation will support the applicant in this process by liaising with the home institute to obtain the necessary agreement.
- Depending on experience, for an employee working in the Netherlands, gross salary for a full-time position will be in the range of €4,400 to €5,300 per month, with additional holiday (8% annual gross) and end of year (5% annual gross) bonuses.

- Non-native employees new and working in the Netherlands may be eligible for a special tax benefit.
- There is a company health and pension scheme to which both the employer and employee contribute and 31 days of leave.

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, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age or veteran status.

Process and timeline

- Closing date for applications: 17 January 2021
- Online interviews: 25 January - 05 February 2021
- Expected starting date: ideally in Q1 2021

To apply

To apply, we invite you to send us the following two items by email, to jobs@egi.eu:

- A cover letter (in PDF format), explaining your motivation for applying and how you meet the requirements outlined above.
- A CV (in PDF format), max 3 pages.

Incomplete applications will not be considered.

Thank you for your interest!