

The EGI Foundation is looking for a Cloud Community Support Specialist

Job summary

We are looking for a Cloud Community Support Specialist to assist EGI in the support of international research communities. The specialist will arrange cloud resources from the EGI federation for community applications, will cloud-enable scientific applications and data analytics platforms in those environments and will supervise their delivery. The position requires experience with cloud technologies (knowledge of the EGI Federated Cloud is a plus,) Artificial Intelligence (AI), Machine Learning (ML) and High Performance Computing. The position also requires experience in working in an international context to collect and analyse user requirements, define and coordinate piloting activities, run validation tests, develop and deliver user training.

The Cloud Community Support Specialist will work in the Community Support Team of the EGI Foundation, in collaboration with the Technical Solutions Team, the Service Delivery Team, and community experts from the broader EGI federation. 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

The Cloud Community Support Specialist will assist the integration of scientific applications with the technical and operational Cloud services from the EGI Federation, will ensure that the EGI Federated Cloud offer customised to meet the needs of specific user groups, scientific collaborations and European Research Infrastructures.

Specific responsibilities include:

- Work with research communities to identify requirements and technically support the integration of scientific applications and data analytics platforms with the EGI Cloud 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 in EGI to ensure that the EGI 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.
- To 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

- 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 user communities to identify requirements and technical gaps, co-design solutions based on EGI services and technologies, and support them from design to service deployment phase.
- With the Technical Support Team of the EGI Foundation 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.
- Proven experience with HTC and HPC technologies.
- Proven experience with use of Docker containers and Kubernetes.
- Knowledge of Machine Learning and Artificial Intelligence technologies.
- Good understanding of programming languages, preferably Python.
- Experience with distributed version control (Git and GitHub).
- Fluent spoken and written English communication skills.

Other requirements

- 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.
- Experience in working with international distributed teams is a plus.

Offer

- The position is offered for a period of one-year renewable upon satisfactory performance.
- 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 €4,300 to €5,200 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: 31 January 2021
- Online interviews: February 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!