

## **Community Support Specialist**

### **Job summary**

We are looking for a Community Support Specialist to assist the EGI Federating in delivering technical support and training to its international research communities. The specialist will:

- Capture and analyse user community requirements and preferences.
- Co-design and customize technical solutions according to user specifications in collaboration with EGI technical partners.
- Establish test infrastructures to prototype and pilot custom solutions to ensure that the service levels provided meet user expectations.

The position requires experience in providing first line technical support and training to users of distributed computing systems including cloud, HTC, HPC, storage, data management and security.

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

The specialist will also contribute to the development and delivery of the EGI training program and of related resources such as materials in webinars, workshops and other training events. For this reason, the position also requires relevant experience in developing training material development, delivery of training events to technical audiences from the research domain (presentations and hands-on exercises), and the organisation of events for various diverse stakeholder groups. Experience with

distributed computing (cloud/HPC), data analytics and data management is a requirement.

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 provide technical support for the integration of scientific datasets, applications, and data analysis 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 programs.
- Liaise with technical teams to ensure services evolve to meet new user requirements.
- Coordinate small projects and interest groups with research communities, technology providers and service providers to explore topics of common interest in greater depth.
- Contribute to the definition of, development and delivery of the EGI Annual Community Support and training plan.
- Gather and prioritize training needs, develop training resources, and update existing training content while maintaining quality standards.
- Contribute to EGI and partner training programs, developing and updating these programs according to stakeholder needs.
- Deliver technical training on EGI services.
- Keep abreast of technical developments in his/her solution area and maintain relevant knowledge of technology standards and best practices.

### **Relationships**

The Community Support Specialist will work with the following:

- User communities to identify requirements and technical gaps, co-design solutions, and support them from design to deployment.

- The Community Support Team of the EGI Foundation and community experts in defining target communities and scientific applications and service provisioning models.
- 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 target communities.
- Researchers from academia and industry who will attend EGI training events and provide feedback on the EGI service portfolio and support.
- Training coordinators in the EGI partner ecosystem to design and integrate training services.

### **Essential requirements**

- Computer Science degree, or related field, with relevant further work 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.
- Experience with Identity Management and AAI solutions to support scientific communities in enabling federated access to computing resources is considered a plus.
- Experience with the design, delivery and coordination of face-to-face and online training events.
- Experience with delivering training to technical audiences.
- Good understanding of programming languages, preferably Python or R.
- Experience with distributed version control (Git and GitHub).
- Experience working with internationally distributed teams is a plus.

### **Other requirements**

- Ability to communicate fluently and write effectively in English.
- Detail oriented, thorough, and organized.
- Excellent time management and prioritisation skills.
- Ability to travel within Europe (after Covid restrictions are over).
- Strong collaboration and interpersonal skills, and ability to work well within a team.

## **Offer**

- The position is offered for a period of one year and may be renewed based on satisfactory performance.
- This is a full-time (40 hours per week) position.
- The place of work is at the EGI Foundation office in Amsterdam (a relocation package is available) or a remote location depending on the demonstrated experience of the candidate, in accordance with the EGI Foundation terms of employment. As an alternative, the position may 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, authorisation from the home institute will be required in order to be appointed. 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, both new and already 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 working 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 August 2021
- Online interviews: 06 September – 17 September 2021
- Expected starting date: Contract to start any time after the completion.

**To apply**

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