Key Responsibilities:

- Operate multiple helpdesks in parallel (NCSA, XSEDE, Campus Cluster, Blue Waters and Technology Services) to answer and resolve staff and user requests via ticket, email, and telephone
- Monitor, troubleshoot and document issues with high performance computer systems and networks for NCSA, XSEDE, Campus Cluster, Blue Waters and Technology Services
- Monitor, troubleshoot, and report issues within the NPCF building infrastructure
- Recommend and develop improved processes, hardware, and software based on analysis derived from all related duties
- Maintain and update workstations, servers, monitors, and software used by TMG.
- Train other TMG staff, as assigned, on all aspects of work within the department.
- Keep abreast of daily changes in all computing environments served by TMG.
- Perform related duties as assigned.

Decision Making Authority:

- Decision making authority to carry out responsibilities. On occasion and as prescribed, decisions should be reviewed with more senior personnel.
- During off-hours and weekends, may be solely responsible for the NPCF building, equipment, and computing environment.
- Authority to contract technical administrators and managers as prescribed by departmental procedures.
- Responsible for making decisions with the advice and consent of the manager, Technology Management Group, based on the level of severity, and actions to take on a wide variety infrastructure, maintenance, security and system management situations.

Problem Solving / Analytical Requirements

Problem solving and problem identification require analysis and judgment based on technical expertise, prior experience, and rational thought. Analyze and resolve issues that fall under the key responsibilities of the position. Issues reported by users are analyzed to identify the problem underlying reported symptoms, and users may be asked to provide more information.

Key Relationships

- Technical staff, consultants, and system administrators from all areas and projects served by TMG (NCSA internal community, Blue Waters, XSEDE, Campus Cluster, Technology Services).
- Requires interaction with co-workers, other NCSA staff, users from within the high performance computing community, vendors, and students and staff within the UIUC community. Interaction takes place via telephone, email, and in person.
- Contact often takes place during emergency situations; tact and diplomacy are required when assisting the user community and key personnel.

Supervision

This position reports to the manager, Technology Management Group within NCSA. The incumbent may also take direction regarding certain issues or incidents from managers within TMG’s scope of service (NCSA internal, Blue Waters, XSEDE, Campus Cluster, Technology Services).
Key Skills / Knowledge:
- Excellent interpersonal skills with demonstrated oral and written communication skills.
- Ability to multi-task, prioritize workload, and initiate problem solving.
- Ability to assimilate new knowledge quickly.
- Capable of working independently in a dynamic environment.
- Ability to be flexible in project scheduling to meet changing priorities.
- Ability to work with and for a diverse group of people.
- Ability to work in a computer-dominated environment.