

Job Description

Sandia's Scientific, Engineering, and High Performance Computing OneStop User Support Team (HPC-Help) has a position available to provide help to users of Sandia's high performance computing resources. Job functions include teaming with HPC support staff, Common Engineering Environment staff, and other HPC-Help staff to answer user questions and solve technical problems by telephone, electronic mail, and in person. Tasks include interactive issue troubleshooting, following user issue tickets through to resolution, documenting resolutions in a knowledge base, working with application and system owners or supporters to identify advanced solutions, and developing and presenting user training. Responsibilities also include supporting the user support tools. Together, the HPC-Help Team members maintain issue tracking and knowledge management tool(s), an HPC training room, an HPC web portal, and a social media-enabled event announcement system. Team members are also responsible for helping to create the support structure and associated processes that will define their work, utilizing ITIL principles.

Required/Desired Criteria

Required:

- Demonstrated knowledge and experience with high performance computers and Unix operating systems.
- Experience in a customer service role.
- Effective oral and written communications skills, and a strong customer service commitment.
- Ability to obtain a DOE Q clearance.

Desired

- Knowledge / experience with high performance computing user environments, such as programming models, tools, applications, etc.
- Knowledge of ITIL and ITIL-based user support tools.
- Demonstrated knowledge and experience with multiple operating systems.
- Windows, Unix, and/or Macintosh system administration experience.
- Bachelor's degree or equivalent experience in computer science, computer engineering, or related discipline.
- In-depth knowledge of BMC ITSM suite tools, computer hardware maintenance, or web technologies (especially HTML, CSS, and Ruby on Rails).
- A recent, successful customer service role and an active Q clearance are highly desirable.