Candidate Information

Position: Research Software Engineer - Team Lead
School/Department: Directorate Office (Digital and Information Services)
Reference: 24/111569
Closing Date: Monday 5 February 2024
Salary: £46,497 - £57,141 per annum
Anticipated Interview Date: Thursday 15 February 2024
Duration: Fixed Term - Full Time Contract Available for 24 Months

JOB PURPOSE:

To be responsible for the effective planning and day to day management of activities relating to the delivery of the High Performance Computing (HPC) and Research Data Storage (RDS) services.

MAJOR DUTIES:

1. Manage the technical development, maintenance and support of the HPC, RDS and related systems and services.
2. Manage the NI-HPC RSE technical team. This will include working closely with team members on technical solutions, staff development, resource management, appraisals and delegation of work to achieve specific objectives ensuring agreed strategies and plans are achieved.
3. Manage and co-ordinate including raising awareness, of Kelvin2 and Tier2 services for researchers and the profile of the team to meet business requirements. Help build active user communities locally and regionally, by contributing to seminars and networking events, encouraging the adoption of best practice, sharing knowledge and expertise.
4. Liaise with QUB networking, security, and Active Directory teams where there is a requirement from the HPC and RDS systems. Additionally liaise with vendors and managed service providers supporting the systems to ensure the required developments and support across the University are provided in a timely and cost-effective way.
5. Use substantial specialist knowledge and expertise to deliver training courses, devising content where applicable and delivering externally validated material as appropriate. Content will vary from introductory to specialized and advanced levels.
6. Use substantial professional knowledge and expertise to generate original ideas identify innovative solutions to a breadth of issues/ complex situations and to maximise service quality, efficiency, and continuity.
7. Co-ordinate the effective maintenance of information and documentation e.g. system specification, disaster recovery plans, user documentation and maintenance schedules.
8. Manage and monitor the performance of services against defined KPIs and carry out appropriate interventions to meet internal and external requirements.
9. Report to and participate in relevant University departmental committees and taking the lead/ providing expert advice and recommendations as required by the post.
10. Contribute to the development and monitoring of Divisional and team strategies and plans. Maintain an awareness of relevant University strategies and plans.
11. Ensure professional and quality standards are maintained and applied with the area of activity.
12. Carry out any other duties which are appropriate to the post as may be reasonably requested by senior management.

ESSENTIAL CRITERIA:

1. Hold minimum of a degree or MSc (or equivalent qualification) in a Science or closely related relevant discipline (e.g. Engineering or Medicine).
2. Significant recent proven experience in a large-scale relevant computing environment, supporting software and software development environments in a science environment.
3. Significant relevant experience working with one linux and a high-level programming language.
4. Recent relevant experience of team management within a technical environment to deliver a high-quality IT service.
5. Proven ability of analytical and problem solving skills to resolve specialist and technical issues.

6. Proven ability to successfully manage interactions with internal business partners and third-party solution providers.
7. A wide-ranging knowledge of current computing trends working with Big Data and/or A.I.
8. A strong team working ethos with the management and motivation skills to lead a group of technical staff to deliver organizational goals and targets.
9. Ability to communicate effectively, written and oral, with both technical and non-technical staff at all levels within the University.
10. Highly effective communication skills.
11. Confidence and ability to manage personal workload and deliver effective and high-quality solutions under pressure and to tight timescales.
12. Must be committed to the provision and continued development of a high-quality service.
13. Well-developed interpersonal skills.
14. Must demonstrate strong reasoning ability.
15. Ability to work collaboratively across boundaries as part of a professional team to achieve positive outcomes.
16. Demonstrable ability to effectively plan, organise and deliver competing priorities.
17. Ability to act as a role model and lead by example in accordance with the Core values of the University.
18. Keen to learn further relevant systems and application skills in accordance with needs of the post.
19. Must be willing to work outside normal office hours on occasional basis and provide cover as requested during critical periods in accordance with needs of the post.

DESIRABLE CRITERIA:
1. Minimum of 2.1 or higher Honours degree (or equivalent) in a Science or closely related discipline (e.g. Engineering or Medicine).
2. Supporting research with complex software requirements.
3. Experience of supporting High Performance Computing clusters.
4. Experience of setting, monitoring and implementation of key performance indicators for service delivery. Significant relevant experience of team management within a technical environment to deliver a high-quality IT service.
5. Project management knowledge and skills in an IT environment with clear demonstrable understanding of procedures and methodologies.
6. Proven record of good customer relationship skills.
7. Experience of championing Equality, Diversity and Inclusion in own work area.
8. Experience of presenting at conferences.