

The University of Texas at San Antonio

Job Description

Job Title: Enterprise Research Application Support Analyst

Code: 17530

Salary Grade: 64

FLSA Status: Exempt

Department/Division: Office of Information Technology

Reports To: Director, Innovative Solutions Group

Summary

- Function: Manages cluster applications, virtualization, visualization applications, and job scheduling. Also supports applications used by departmental research faculty.
- Scope: Responsible for implementing, supporting, and administering the applications used for computational research.

Duties

- Typical:
 1. Install applications and provide end user support for a diverse set of research applications (graphing, plotting, numerical computations, etc.) including, but not limited to: Grace, Matlab, Mathematica, ParaView, Octave, GNU Plot, CUDA.
 2. Assist faculty with creating data sets, scheduling jobs, scripting, etc.
 3. Assist end users with use and navigation of Linux operating systems.
 4. Troubleshoot and monitor application performance (disk I/O, memory, disk, network, etc.)
 5. Provide guidance for improving application performance and reducing bottlenecks.
 6. Interact effectively with a broad range of colleagues such as research assistants, researchers, professors, colleges and departments throughout campus.
 7. Keep abreast of current computational research applications and technologies.
 8. Participate in a 24-hour, 7-day on-call support rotation and off-hours maintenance windows.
 9. Knowledge of all Microsoft Office software and able to learn and use institutional software systems.
 10. Comply with all State and University policies.
 11. Other duties may be assigned.

Education

Required	Preferred
Bachelor's degree from four year college or university within area of assigned responsibility. Technical training and/or experience may be substituted for a degree on a year for year basis.	

Other Requirements

Required	Preferred
<p>Ability to design, promote, and implement change control and configuration management, structured design and support methodologies.</p> <p>Experience installing, configuring, and supporting various research applications such as graphing, plotting, numerical computations applications, etc.</p> <p>Demonstrate experience in programming system maintain tasks in C, Java, Perl, batch/shell, or other general purpose programming language; perform complex performance analysis including system processes, I/O subsystems, networks and other related components.</p> <p>Must have advanced ability to analyze, design and architect complex IT systems.</p>	

Experience

Required	Preferred
<p>Five years of experience with Linux operating systems in an enterprise environment. In depth understanding of Operating Systems (e.g., Windows, Solaris, Linux), including processes, files, memory management, and web based systems; networking services and protocols (e.g., TCP/IP, SSL, FTP, Telnet, LDAP, DNS).</p> <p>Five years of experience supporting any of the following applications: Grace, Matlab, Mathematica, ParaView, Octave, GNU Plot, CUDA.</p>	

Equipment

Required	Possible
Personal computer and standard office equipment.	

Working Conditions

Usual	Special
Normal office environment. While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to stand or walk.	The employee must occasionally lift and move up to 40 pounds. May require work to be performed in data centers with loud equipment noise and cool temperatures.

Supervision

Received	Given
General supervision received from Director, Innovative Solutions Group	

Accuracy

Proficiency in all phases of the duties performed.
--

Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

Internal Control

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.
