

Job Level	Cyberinfrastructure Support Manager	Professional Level III
Oversight Received	<ul style="list-style-type: none"> * Serve as liaison between and among researchers and technical staff directly supporting HPC. Assist researchers in accessing and using the CSU-CU shared HPC system, Summit. Oversee staff who support Summit users and Summit applications at CSU. This includes interacting, collaborating, and coordinating with Research Computing staff. 	<ul style="list-style-type: none"> • Works independently • May serve as a resource for other professionals
Problem Solving	<ul style="list-style-type: none"> * Consults with researchers about computing and networking, data workflows, applications, and other cyberinfrastructure needs to identify the best solution for the researcher. * Ensuring requests for help and support are received, interpreted, distributed, and handled expeditiously and appropriately. * Make decisions that facilitate the user experience, integrate with the infrastructure at CSU, CU, and at the RMACC (great complexity exists at the RMACC for their systems and services), use the best available means of access and authentication, and provide requisite IT security. * Aid researchers in creating high-quality, well-maintained research workflows and datasets that can be used and repurposed. * Assist researchers with compliance with data management requirements. * Create technical documents detailing defined procedures. * Manage graduate assistant and staff who support Cyberinfrastructure to ensure trouble tickets are being properly processed. * Ensure staff are interacting, collaborating, and coordinating well with Research Computing staff at the University of Colorado and at the RMACC. 	<ul style="list-style-type: none"> • Defines and solves advanced problems with non-standard solutions
Interaction/ Communication	<ul style="list-style-type: none"> * Work with other infrastructure support positions at CSU, such as the Infrastructure and Data Center Services Manager, IT security group, graduate students supporting HPC, the Data Management Specialist, and Telecommunications. * Collaborate with researchers, research coordinators, statisticians, clinical/biomedical investigators, programmers, database administrators, and IT staff on a wide variety of cyberinfrastructure needs, pre-processing, processing, post-processing, data transport, data storage, and data preservation. * Collaborate to develop and implement training sessions for research data management. * Collaborate on data management with the University of Colorado Boulder and the University of Utah, and other RMACC members * Participate with other team members in creating portable, efficient, and effective workflows for research data curation; provide expert support for implementing such workflows on research projects. 	<ul style="list-style-type: none"> • Communication of complex concepts as a regular and primary requirement
University Impact	<ul style="list-style-type: none"> * The Cyberinfrastructure Support Manager, which reports to the Infrastructure and Data Center Services Manager, is responsible for managing and providing comprehensive support to users of our central cyberinfrastructure, including high-performance computing, high-throughput computing, data storage, data management, data preservation, data transport, IT security associated with our central cyberinfrastructure, and beginning-to-end support of cyberinfrastructure workflows, supported by a variety of trouble-ticket systems. This position supervises two Graduate Assistants and at times others (typically hourly students), who are responsible for responding to and resolving trouble tickets, as well as additional duties assigned by this position. A strong interaction with CSU Libraries is required in the areas of metadata, data management, data management plans, and the institutional digital repository. 	<ul style="list-style-type: none"> • Potential impact is across multiple departments or even University-wide
Typical Education	<ul style="list-style-type: none"> * Master's degree in a relevant field such as computer science, computer information systems, high-performance computing; * Five years of experience computing in a relevant field such as engineering, life sciences, natural sciences, agricultural sciences, and natural resources; and 	<ul style="list-style-type: none"> • Bachelor's degree or advanced degree