Manager of Research Support

Definition of Class
This is a supervisory position in which the incumbent manages the research support team within the MS Center for Supercomputing Research (MCSR) and the Division of Academic Computing and Support Services. The incumbent determines resource requirements for projects; plans for and performs system configurations; and assigns tasks for research support personnel.

Examples of Work Performed
Manages software licenses and plans application deployment and upgrades.

Develops strategies to support the fair allocation of computing resources.

Serves as primary technical liaison with appropriate user groups, e.g. Mississippi Supercomputer User Advisory Group (MSUAG).

Provides end-user research support for all Mississippi IHLs.

Interfaces with vendors to resolve outstanding issues; stays abreast of new hardware/software.

Provides an assessment of resource requirements for new projects.

Works with technical staff to develop designs which are technically sound and makes optimal use of available resources.

Guides technical staff in project implementation.

Shares experiences at conferences and in publications where appropriate.

Teaches and coordinates seminars aimed at researchers.

Coordinates one-on-one, phone, and e-mail support.

Provides appropriate on-line guides and faqs to facilitate self-help.

Visits IHLs as needed to provide assistance and to develop relationships.

Mentors technical staff and evaluates staff performance.

Proposes and implements staff development activities.
Interacts with staff to promote success.

Works with administration to develop priorities and makes staff assignments accordingly.

Offers advice/options/solutions as needed on technology issues.

Maintains “cutting-edge” technical skills so as to be prepared to respond to new challenges.

Performs similar or related duties as assigned or required.

**Essential Functions**

These essential functions include, but are not limited to, the following. Additional essential functions may be identified and included by the hiring Department.

1. Coordinates and manages the user environment on research computing platforms.
2. Directs current and emerging academic technology projects.
3. Provides end-user research support for all Mississippi IHLs.
4. Supervises the research support personnel.
5. Advises on technology issues.

**Minimum Qualifications**

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to The University of Mississippi's Department of Human Resources in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

**Physical Requirements:** These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements.

**Physical Exertion:** The incumbent may be required to lift up to approximately 25 pounds.

**Vision:** Requirements of this job include close vision.

**Speaking/Hearing:** Ability to give and receive information through speaking and listening.

**Motor Coordination:** While performing the duties of this job, the incumbent is periodically required to sit and use hands to finger, handle or feel. The incumbent is occasionally required to walk and talk and hear.

**Experience/Educational Requirements:**

**Education:**
Master’s Degree from an accredited four-year college or university in Computer Science or a related field.
AND

Experience:
Four (4) years of experience related to the above described duties.

Substitution Statement:
Related experience may be substituted for education, on a basis set forth and approved by the Department of Human Resources.

Interview Requirements
Any candidate who is called for an interview must notify the Department of Human Resources in writing of any reasonable accommodation needed prior to the date of the interview.

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