

Job Title: Research Computing Support Specialist

Location:
Cambridge, MA; Hybrid

Position Type:
Full-time

The MIT Office of Research Computing and Data has two research community facing team openings. We are seeking hands on candidates who are enthusiastic about delivering world class research computing customer experiences to all MIT researchers. These positions will be part of a growing central team providing core research computing training and support services and platforms to the entire MIT community. Suitable candidates for the customer team roles will be comfortable interacting directly with researchers and research groups to help resolve and remove their challenges around scaling reproducible digital research and data activities beyond laptop and desktop computing. Candidates will also be interested in creating testable, repeatable, and maintainable online training material and in participating in delivery of effective in-person training activities related to productive research computing best practices and skills.

Activities within our team include:

- Participating in front line support, including answering tickets and attending office hours to debug and resolve computation issues raised by research customers
- Developing and teaching customer relevant training material
- Optimizing customer experience workflows
- Contributing to evolving MIT-wide integrated research computing hardware and software platform initiatives
- Engaging in targeted software and data collaborations with research groups

Depending on interests and experience, hires will have opportunities to lead projects in certain activities as well as contribute to all activities listed. They will have opportunities to attend conferences and are encouraged to participate in the broader research computing community.

Required:

- A Bachelor's degree and at least five years of relevant programming experience (including at least one scripting language such as Python, R, or Julia, and/or one compiled language such as C, C++, Fortran), or nine years of experience in lieu of a degree

- A demonstrated aptitude for continued personal technical learning and for keeping up-to-date with evolving technology.
- Strong written and oral communication and interpersonal skills.
- Ability to work independently and with others.
- Some understanding of the character of research environments.

Preferred:

- Prospective candidates should ideally have some exposure to some modern tools of digital research.
- Candidates should ideally feel comfortable working with notebooks, VSCode, bash/linux, parallel and math libraries, GPU toolchains or other similar commonly used systems.
- Experience with machine learning stacks and platforms, continuous integration and continuous deployment systems, workflow automations such as Git and other software productivity tools will be useful.
- Formal or informal teaching or tutoring experience.

We anticipate making hires at junior (3 years experience) and at established (5+ years experience) career levels. These are base funded positions suited for applicants seeking a long-term career in research computing facilitation/support. In addition to a CV, applicants should provide a letter outlining examples of any direct experience relevant to customer training and support and detailing software repositories providing real-world examples of their prior technical experience.

Prospective hires will be joining a small but growing, energetic, ambitious and committed team with significant experience in all aspects of research-computing. We welcome candidates from all backgrounds and communities to join us. One role will report to our Director of Scientific Consulting, and the other will report to our Lead Facilitator.

This is a hybrid position with a combination of on-campus and remote work.

Employment is contingent upon the completion of a satisfactory background check.

To apply, [view the Office of Research Computing and Data Research Computing Support Specialist posting](#) (Job Number: 23797) on [MIT's job application portal](#).