

HPC Support Team Lead  
BICESTER (OXFORDSHIRE)  
£40,000 - £60,000 + BENEFITS

**Who we are:**

Alces Flight Ltd designs and develops innovative software for HPC/supercomputer systems across the UK. We are advocates of open-source software and strongly believe in community-driven development. We have a wide customer base in multiple market sectors including academic/research institutions, life sciences, banking, manufacturing and Formula One.

Due to recent investment we're expanding our product ranges into Europe and the US and are looking for a highly motivated individual to lead the extension of our industry-renowned reputation for excellent product support to new customers, as well as to take on responsibility for overseeing our current UK operations.

**What you'll do:**

- Lead our growing operations/support team.
- Oversee and manage general availability of customer supercomputers across the UK.
- Use our in-house consultancy management/customer relationship tools to help our customers manage, maintain and develop their compute investments.
- Day-to-day, be involved in progressing a wide range of issues to resolution, involving both software and hardware.
- Be part of a hands-on team performing cutting-edge supercomputer deployments using public cloud and helping to manage customer requirements and desires during that process.
- Have free reign to define and improve internal processes to help keep everything running smoothly; you'll be able to take full ownership of your projects in our small, energetic company and display a can-do attitude.
- Be our customer relationship liaison, meeting new customers at initial sign-up and helping them move forward and achieve their goals throughout the duration of an engagement.
- Be exposed to large-scale computer systems and supercomputers, as well as emerging technologies such as public and private IaaS.

**What you're good at:**

- You're a natural leader; you enjoy helping people develop and to take satisfaction in their work.
- You've been around computers and the IT industry since an early age.
- You enjoy working individually as well as collaborating as part of a team.
- Your interests/skills have particular emphasis on open-source software and Linux environments.
- You enjoy working with others, both technical and non-technical.
- You like solving problems; you get a kick out of being the best in the business.

**Our ideal person:**

- Has a demonstrable background in HPC engineering and software development, possibly already familiar with the HPC industry.
- Is a fast mover and has a strong drive to build a career in cutting-edge development and administration.
- Has a can-do personality, comfortable with communication at all levels both inside and outside of the company.
- Has degree-level education in a relevant subject.

- Has experience in scripting languages such as Bash, Ruby, Python.
- Has management experience.

**Benefits and perks:**

- Exposure to challenging projects, cutting-edge technologies and daily learning opportunities.
- Generous group pension scheme.
- Small team with a relaxed working environment in a young up-and-coming company.
- Training/book allowance.
- Flexible working hours - we promote a healthy work/life balance culture.
- Friendly social atmosphere.