

## **CIRES/NSIDC Professional Research Assistant**

The Cooperative Institute for Research in Environmental Sciences (CIRES) and the National Snow and Ice Data Center (NSIDC) has an opening for a Professional Research Assistant to further its science mission by providing research support for various programs for NSIDC scientific personnel. This position will be responsible for providing support of scientific research within NSIDC, located in Boulder, Colorado.

### **JOB OVERVIEW**

User Services Representatives act as the central interface to the user community on behalf of the entire NSIDC. Providing this interface function includes collecting and maintaining user contact and request information, providing and/or coordinating information and data services in response to user inquiries, tracking communication and correspondence, facilitating problem solving for user issues, ensuring that inquiries have been satisfied following established procedure, and representing the user perspective in development efforts.

### **DUTIES**

#### **A. Supervisory responsibilities**

- Monitoring User Services team performance and staffing at appropriate levels
- Ensuring User Services Team has adequate hardware, software and other tools as needed
- Ensuring adequate staff coverage on a daily basis
- Providing consultation on specific requests where added knowledge or experience is required to provide complete and accurate responses
- Developing procedures and policies as appropriate
- Leading User Services Team in designing ways to improve efficiency and effectiveness of the team
- Providing coaching and training in the function

#### **B. Handling user inquiries**

- Monitors incoming e-mail, telephone, fax, mail and in-person user requests.
- Interviews requestors to determine and understand their data needs, data or software problems or support requirements.

#### **C. Product development and discipline awareness**

- Researches data format, content and visualization methods for NSIDC data products.
- Searches for, evaluates and maintains referral list of alternate sources of data and information.

#### **D. Outreach**

- Contributes to the development and content of outreach materials such as brochures, newsletters, Internet postings and conference materials.

### **REQUIRED QUALIFICATIONS**

- Bachelor's degree, preferably in an Earth science area
- Working knowledge of NSIDC products and services
- 1 year experience with user/customer service in a science area
- Computer literacy, preferably in a UNIX environment
- Training or experience in using remotely sensed data and satellite image analysis.

The position will be filled as a Professional Research Assistant (CIRES) at the University of Colorado at Boulder, and will be eligible for employee benefits, including 22 days of vacation per year. Screening of applicants will begin immediately and continue until filled.

To apply go to: [www.jobsatcu.com/applicants/Central?quickFind=60516](http://www.jobsatcu.com/applicants/Central?quickFind=60516)

Enter personal data, upload your resume/vita including contact information of three professional references, letter of recommendation (Document 1) and Proof of degree (Document 2)

Job Code **NSIDC-3**

The University of Colorado at Boulder is committed to diversity and equality in education and employment. The University of Colorado at Boulder conducts background checks for all final applicants being considered for employment.