

Role and Support Scope

Our Systems & Research Computing IT team ensures that the infrastructure, platforms, and services you rely on are available, functional, and performant. We focus on diagnosing and resolving system-level issues so you can focus on your research and development work.

What We Do

We support:

- Account provisioning, access, and permissions
- HPC, servers, and job execution issues tied to system/environment problems
- Storage, file transfer, and data access
- Software availability and environment configuration (modules, containers, system-level dependencies)
- Hardware, cluster, and network-related issues
- Access to / communication with NCShare
- Classroom specific requirements

Our role is to **troubleshoot and resolve infrastructure-level problems**.

What We are Unable to Support

We do **not** offer:

- Education on programming or general software development
- Instruction on IT fundamentals
- Debugging, rewriting, or fixing user code, scripts, or applications
- Resolving logic or algorithm errors

We can help **identify** when an issue is caused by user code, but fixing it is the user's responsibility.

Before Requesting Help

If your issue falls under "What We are Unable to Support," please first consult the rest of this wiki. We provide documentation and guidance on using supported tools, software, and workflows, which often addresses common questions and learning needs.

Shared Responsibility

Users are expected to understand their code and workflows. We ensure the systems they run on are working correctly. If you're unsure where the issue lies, we're happy to help determine that.

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