
Cray Service Description

On-Demand Technical Assistance Services

There are times you need extra assistance.

Whether you need your in-house resources to focus on strategic initiatives, you need to fill in for a vacation or vacancy, or your staff resources and/or expertise don't extend to the project at hand, Cray experts are here to assist. Short term, long term or in between, Cray can fill in the gaps. Just let us know what you need and when you need it.

System Administrator

Senior Systems Administrator

Rely on Cray system administrators to help with a special project or offload routine tasks. Our qualified engineers can:

- Administer equipment and peripherals within the Data Center
- Maintain operational stability and performance
- Perform preventative maintenance
- Monitor systems
- Troubleshoot and remediate issues
- Analyze performance
- Identify and mitigate any security vulnerabilities
- Support benchmarking activities
- Install, upgrade and configure software
- Perform advanced system administration activities

Systems Analyst

Senior Systems Analyst

- Assist in gathering, validating, and documenting system information and needs
- Evaluate the operational quality of system equipment and software
- Provide information, analysis and recommendations in the operation and maintenance of the system
- Provide technical support to ensure that the system is functioning according to specifications
- Provide instruction on correct use of the system
- Analyze system software, third-party software and application issues

Applications Analyst

- Provide technical support for the development and implementation of customer applications
- Port, troubleshoot, and optimize your applications
- Provide follow-up support in disseminating technical information on specific applications
- Analyze and remediate application issues

Cleared Personnel

As a customer, you may require personnel with government security clearance. Cray Cleared Personnel are eligible under national security standards to access classified information. Complete Care customers may request them at no additional charge. For Basic or Pro Assist service levels, please contact your sales representative for a quote.

About Cray Services

Cray Customer Service is committed to helping customers achieve and maintain the performance required for demanding workloads. Our service team is highly skilled and experienced in high performance computing (HPC), storage, and analytics and is dedicated to your success.

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www.cray.com

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