

User Support



User Support is responsible for direct user support providing detailed knowledge of programming models, libraries, performance tools and applications, and is also responsible for management of the BSC-CNS website, and the management and support of 3D visualisation equipment.

Objectives

The main objectives for the HPC User Support team are :

- Solve the request of researchers using the BSC HPC-Resources
- Installation and debugging applications
- Enabling and porting codes to the MareNostrum architecture
- Assist the users to the efficient use of supercomputing resources
- Optimization and scalability study
- Parallelization assistant
- Benchmarking
- Manage accounting information and users accounts

Support is organized in 1st and 2nd level support and webmaster. The 1st level support sub-group is coordinated by:



[PABLO RODENAS](#)

FIRST LEVEL SUPPORT COORDINATOR

[Operations - User Support](#)

Barcelona Supercomputing Center - Centro Nacional de Supercomputación

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