

## Administrative Roles and Responsibilities

The documentation specialist is responsible for the overall reporting activities within the Network Operations Center. The main duties are listed below:

### ADMINISTRATIVE TASKS

- Prepare and deliver a daily/weekly/monthly report of all assigned ITSM tickets, operational problems, emerging issues, security concerns and findings, health of the network and proposed resolutions.
- Monitor the ITSM ticketing systems to verify tickets are being generated and documented according to the client request.
- Act as back up for monitoring/answering the NOC service line
- Assess current Standard Operating Procedures (SOP), Network Documentation, and Contract/ Maintenance Agreements and provide necessary support to the USDA
- Maintain/publish SOPs and Network Documentation as necessary. Specific documents are listed below:
  - Firmware version and patch level for each hardware device with location of backup configuration file.
  - Software product names and version numbers, with license information.
  - Maintenance contract information for each device and software product, including term of contract, cost, help desk phone, contact name, and company name.
  - Technical library to maintain and provide access to information.
  - The most current versions of the contractor's operations plans and SOPs.
  - Copies of all NOC generated reports and deliverables provided to the COTR.
  - An archive of earlier versions of all documents.
  - Installation and operations manuals for HQnet resources.
  - Documents and manuals pertaining to the hardware and software in HQnet.
  - Manuals and standards pertaining to items listed in the spare parts inventory.
  - An accurate drawing of HQnet showing all devices out to the wiring closets.
- Responsible for documentation portals for information containment and presentation.
- Handle additional administrative tasks, as required.

### DAILY/WEEKLY/MONTHLY TASKS

- Prepare and deliver the daily ticket status report
- Prepare and deliver the Attendance report
- Prepare and deliver the Evening Report
- Generate and update ITSM tickets when required
- Act as a back up for monitoring/answering the NOC service line
- Responsible for opening/updating/closing items on the WTSO bulletin board
- Act as the back up for the Project Manager

### TROUBLESHOOTING/SUPPORT

- Work closely with network engineers to successfully report and monitor network services
- Assist in making recommendations for upgrading current applications and systems, and implement those recommendations, when decision has been made for purchasing them.
- Performing other duties as required.



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