

Network Helpdesk Specialist Roles and Responsibilities

The Network Helpdesk person is responsible for tier one level NOC support. This includes providing customer service network support to the USDA users and NOC system monitoring. The main duties are listed below:

ADMINISTRATIVE TASKS

- Act as the primary for Contract Administration - verifying support agreements
- Act as the primary for monitoring the asset management MS Excel Database Primary in managing maintenance of the database
- Primary person for Inventory Management (report to include Make, model, and serial number of all equipment and network devices.)
- Responsible for ensuring NOC engineers and PM are notified of system outages (telealert, Openview map, customer notification)
- Generate and update ITSM tickets when required
- Act as primary for monitoring/answering the NOC service line
- Responsible for opening/updating/closing items on the WTSO bulletin board
- Manage corporate/government system licenses, maintenance, and technical support/service.
- Planning/creating an updated and satisfactory NOC Technical Library.

DAILY/WEEKLY/MONTHLY TASKS

- Act daily as a back up for HP-Open View NNM/OVO (UNIX) to ensure availability of service.
- Contribute with the monitoring/management of 350+ devices for the United States Department of Agriculture, (switches, routers, servers, etc.)
- Compiled daily, weekly, and monthly networking, productivity, and statistics reports to US government officials.
- Responsible for monitoring the USDA's NOC asset management to include but not limited to switches, routers, servers, PCS, printers, modules, GBICs,
- Responsible for Inventory Reporting (monthly status report to include Make, model, and serial number of all equipment and network devices.)
- Provide technical support and solutions via Information Technology System Management ticket system - ITSM
- Act as primary for monitoring/answering the NOC service line
- Responsible for opening/updating/closing items on the WTSO bulletin board

TROUBLESHOOTING/SUPPORT

- Work closely with network engineers to successfully troubleshoot 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.
- Administer databases and SolarWinds Monitoring Server.



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