

Network Management Roles and Responsibilities

The Network Management Engineer is responsible for the overall system monitoring capabilities of the USDA/Network Services Branch/Network Operations Center. Duties include the following:

ADMINISTRATIVE TASKS

- Providing procedural documentation for the administration of HP Openview
- Opening/updating the WTSO bulletin board
- Review and revise related network management standard operating procedures (SOPs) as required
- Participate in project meetings to implement changes for HP Open view monitoring
- Compiling and distributing network status reports as required (weekly/monthly)
- Responsible for providing input to the weekly and monthly status reports
- Ensuring engineers and NOC staff are aware of system outages.
- Managing back-up tapes for HP Openview and ensuring they are provided to Iron Mountain for weekly storage.
- Providing procedural documentation for the administration of HP Openview
- Generate and update ITSM tickets when required
- Act as back up for monitoring/answering the NOC service line
- Responsible for opening/updating/closing items on the WTSO bulletin board

DAILY/WEEKLY/MONTHLY TASKS

- Compiling and distributing network status reports as required (weekly/monthly)
- Managing the HP Openview server
- Monitor HP-Openview NNM/OVO (UNIX)
- Monitor Tele-Alert (UNIX)
- Monitor Solar Winds (Microsoft)
- Overall HP-Openview system and server management
- Updating patches provided by HP

TROUBLESHOOTING/SUPPORT

- Work closely with network engineers to successfully troubleshoot and monitor network services
- Support the maintenance of HP OpenView (VPO/NNM) and reporting application Performance Insight (PI) on two HP 9000 UNIX systems (199.128.64.6) and (199.128.64.8).
- Make recommendations for upgrading current applications and systems, and implement those recommendations, when decision has been made for purchasing them.
- Act as liaison between OVO/NNM application and network engineers concerning network fault management, security management, etc.
- Performing other duties as required



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