**Server Hosting Optional Services**

**Database Administrator Duties**

**Application Support Duties**

**Web Administrator Duties**

**Database Administrator Duties**

**Project/Workloads**

* Monitor database logs
* Install database, partner applications, and patches
* Provide after-hours support for incidents and authorized service interruptions (ASIs)
* Configure and manage replication and/or cluster environment software
* Monitor performance metrics, hardware load, and disk usage
* Analyze data usage and project data capacity
* Assist application designers and partner developers
* Configure and provide input on database structures
* Allocate table spaces for database requirements
* Create/modify database instances
* Manage data file backups
* Coordinate with operating system (OS) administrators

**Incident Management**

* Escalate incidents
* Review/update all assigned tickets

**Problem Management**

* Perform Root Cause Analysis (RCA)
* Develop workarounds and publish to the Known Error Database (KEDB)
* Update assigned tickets
* Escalate tickets to Tier III

**Change Management**

* Provide system and component information
* Add all new systems to the Configuration Management Database (CMDB)
* Remove all decommissioned systems or components
* Document all changes to include the Continuity of Operations (COOP) plan
* Coordinate with application, OS, and web administrators

**Enterprise Information Services (EIS) and Enterprise System Management (ESM) Tools**

* Install and configure d/base management software

**Security**

* Verify Security Technical Implementation Guide (STIG), Chief Technology Officer (CTO), and Information Operations Condition (INFOCON) requirements
* Validate all applicable postures within the Vulnerability Management System (VMS)
* Update findings for assigned databases in VMS
* Perform annual Secure Readiness Reviews (SRRs)
* Apply all required patches
* Adhere to US Cyber Command (CyberCom) Information Assurance Vulnerability Alerts (IAVAs)//bulletins/tech advisories
* Participate in audits for partner/site accreditation
* Create and update VMS Plan of Action and Milestones (POA&M)

**Account Management**

* Manage user accounts for workload/database support
* Ensure privileged passwords are changed/maintained
* Coordinate with storage administrators

**Application Support Duties**

**Project/Workloads**

* Perform application tuning or modifications
* Monitor application logs
* Install application software and patches
* Provide after-hours support for incidents and ASIs
* Monitor performance metrics
* Assist application designers and partner developers
* Configure and provide input on application structures
* Change disk space allocation layout
* Build, maintain, and monitor job schedules
* Resolve job aborts and other application errors
* Coordinate with database and system administrators
* Mitigate contention and/or improve application performance
* Coordinate with OS administrators

**Incident Management**

* Troubleshoot application incidents/unscheduled interruptions
* Escalate incidents
* Review/update assigned tickets

**Problem Management**

* Perform RCA
* Develop workarounds and publish to KEDB
* Update assigned tickets
* Escalate tickets to Tier III

**Change Management**

* Follow change management processes
* Provide application information using applicable configuration management (CM) processes
* Add all new systems to CMDB
* Remove all decommissioned systems or components
* Document all changes to include COOP plan
* Coordinate with database, OS, and web administrators

**EIS and ESM Tools**

* Ensure tools monitor and alert on application uptime

**Security**

* Verify STIG, CTO, INFOCON requirements
* Validate all applicable postures within VMS
* Update findings for applicable applications in VMS
* Perform annual SRRs
* Apply all required patches
* Adhere to CyberCom IAVAs/bulletins/tech advisories
* Participate in audits for partner/site accreditation
* Create and update VMS POA&M
* Associate security profiles to jobs IAW information assurance (IA) requirements

**Account Management**

* Manage user accounts for workload support
* Ensure privileged passwords are changed/maintained
* Coordinate with storage administrators

**Web Administrator Duties**

**Project/Workloads**

* Modify parameters to optimize performance
* Monitor web logs
* Install web server, partner applications, and patches
* Provide after-hours support for incidents and ASIs
* Monitor performance metrics
* Assist application designers and partner developers
* Configure and provide input on web server configuration
* Create/modify web sites
* Manage web server file backups
* Coordinate with OS administrators

**Incident Management**

* Troubleshoot web incidents and unscheduled interruptions
* Escalate incidents
* Review/update all assigned tickets

**Problem Management**

* Perform RCA
* Develop workarounds and publish to KEDB
* Update assigned tickets
* Escalate tickets to Tier III

**Change Management**

* Provide system and component information
* Provide web server software and component information
* Add all new systems to CMDB
* Remove all decommissioned systems or components
* Document all changes to include COOP plan
* Coordinate with application, database, and OS administrators

**EIS and ESM Tools**

* Ensure tools monitor and alert on web server uptime

**Security**

* Verify STIG, CTO, INFOCON requirements
* Validate all applicable postures within VMS
* Update findings for assigned web postures in VMS
* Perform annual SRR reviews
* Apply all required patches
* Adhere to CyberCom IAVAs, bulletins, and tech advisories
* Participate in audits for partner/site accreditation
* Create and update VMS POA&M

**Account Management**

* Manage web server accounts for workload/support
* Ensure privileged passwords are changed/maintained
* Manage user account profiles