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# Example of Network Operations Specialist Job Description

Our growing company is searching for experienced candidates for the position of network operations specialist. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for network operations specialist

* Prepare provider application/contract packets and fax/mail/email to provider
* Review received applications/contracts for completeness
* Enter application/contract information into appropriate tracking databases
* Follow up with providers for outstanding documents needed to complete the onboarding process
* Collaborate with providers, employer clients and/or vendors to evaluate and respond to request, issues and questions in a timely and professional manner
* Prepare provider data documents, including contracts, for scanning
* Respond to phone inquiries from providers
* Assist with processing of provider profiling information and data change requests
* Perform Quality Audit checks of the contract database
* Provide assistance to other departments during periods of backlog as needed

## Qualifications for network operations specialist

* Ability to work with internal and external organizations as necessary coordinating, troubleshooting, and driving remediation of network events
* Ability to provide timely and accurate network information to management and other groups during network events and major outages
* Open WOR ticket manually in case of determination of any fault and/or performance problem to BCO’s helpdesk
* Check and turn the status of opened WOR “closed” when the responsible section (the WOR has been attended) turns the WOR status of“completed”
* Perform and turn the status of opened WOR to the“complated” which are responsible for
* Check the comments of “closed” Trouble Tickets (the reply of BCOs) and keep monitoring the corrected faulty elements for a reasonable time