



**POSTAL REGULATORY COMMISSION
JOB VACANCY NOTICE**

**VACANCY NUMBER: PRC 01-19
OPEN: September 23, 2008
CLOSE: October 21, 2008**

**POSITION TITLE: IT SPECIALIST (SUPPORT SERVICES)
GRADE: PRC- 3
SALARY RANGE: \$52,296 - \$83,673
LOCATION: POSTAL REGULATORY COMMISSION
OFFICE OF SECRETARY AND ADMINISTRATION
901 NEW YORK AVENUE, NW, SUITE 200
WASHINGTON, DC 20268-0001**

The Postal Regulatory Commission has an exciting opportunity for a highly motivated, highly skilled person with experience in computer science and/or IT customer support services.

OVERVIEW

The Postal Regulatory Commission is an independent agency that is part of the executive branch of the Federal government. As a small agency, we provide the opportunity to work in a professional and collegial environment with talented and committed staff and to directly contribute to the Commission's mission.

On December 20, 2006, President George W. Bush signed into law the Postal Accountability and Enhancement Act, Public Law 109-435 (PAEA), thereby transforming the Postal Rate Commission into the Postal Regulatory Commission. The PAEA has given the Commission a new mission to ensure transparency and accountability of the United States Postal Service to foster a viable and efficient postal system. The person selected for this position will be a *vital contributor to the development of the rules, regulations, and procedures that will help us fulfill our mission.*

DUTIES

As the IT Specialist (Support) the incumbent provides overall IT support to the Commission utilizing knowledge of various operating system versions like Windows XP Professional and Windows 2003 Server, end user productivity tools like Microsoft Office 2003 and 2007, Microsoft Access, Corel Office Suite, Adobe Acrobat, Realplayer, Helix Producer/Server, and Blackberry Enterprise Server. The Successful candidate will have created, removed, and modified user accounts, and reset passwords using Active Directory, managed connectivity using Group Policy settings, configured Cisco SSL VPN and Blackberry connections, and be able to troubleshoot issues with the above.

The incumbent serves as the primary IT support person for a 74 person agency and will work as a backup to the IT Specialist (Network Administrator) to maintain servers, test and apply patches, and insure maximum security and peak operating performance of the Commission's network.

As part of the IT staff the incumbent maintains printers, copiers, scanners and a VOIP telephone system. This position may require working after regular business hours and some weekend service. Activities include:

- Maintaining agency supplied equipment and software, including printers, desktops, laptops, Blackberries, and monitors.
- Assisting in the management of backup, security and user help systems.
- Monitoring network usage logs using applications such as System Center Essentials, Sawmill, and C5 Compliance and reporting significant findings to the Assistant Director for Strategic Planning and Performance Management.
- Consulting with users, management, vendors, and technicians to assess Commission IT needs and system requirements.
- Diagnosing hardware and software problems, and replacing defective components.
- Performing data backups, Continuity of Operations site support and disaster recovery operations.
- Planning, coordinating, and implementing network security measures to protect data, software and hardware.
- Assisting the Network Administrator in monitoring network performance to determine whether adjustments need to be made, and determining where changes will need to be made in the future.
- Providing IT Support for Commission activities and events such as forums, conferences and briefings held in the PRC conference and hearings rooms.
- Assisting in the maintenance of hardware and software inventory records.
- Evaluating and/or recommending purchases of computers, peripheral equipment, and software.
- Maintaining the Commission's Audio-Visual equipment and ensuring its proper use.
- Assisting the Assistant Director for Strategic Planning and Performance Management with recommendations and implementation of the Commission's IT policies and plans.
- Logging and responding to support requests made through the Commission's Support Desk.
- Conferring with network and website users about how to resolve any existing system problems and to insure the Commission server(s) and browsers can properly handle e-mail, transmit news, and download files.

QUALIFICATIONS AND EVALUATION

You will be evaluated and ranked by a screening panel based on evidence of your ability to successfully perform the duties of the position. The panel will forward the highest ranked candidates to the office director for selection.

To be eligible for consideration, you must have experience that has equipped you with the ability, skill and knowledge to successfully perform the duties of this position. Typically, experience will be related to this line of work and at a level similar to this position. You must

meet the technical qualifications described below. Please describe your experience relative to the Mandatory Technical Qualifications. We recommend you address each one individually, specifically and completely. Your application must not exceed 8 typewritten pages and should focus on accomplishments which demonstrate possession of each qualification.

Mandatory Technical Qualifications

The work requires demonstrated analytical ability, judgment, discretion, and knowledge of a substantial body of administrative or program principles, concepts, policies, and objectives.

1. Ability to effectively communicate complex concepts both orally and in writing
2. Ability to organize time, tasks, maintain activity logs and successfully complete activities
3. Ability to collaborate with others in a small team to meet agency mission demands.
4. Problem solving, critical thinking/analytical, troubleshooting and investigative/research skills
5. Knowledge of LAN, Hardware and Software, and common office desktop applications.

Specific Educational/Experience Requirements

- Major study in one of the following areas: computer science, information science, information systems management, or engineering; or course work that required the development or adaptation of computer programs and systems and provided knowledge equivalent to a major in the computer field.

OR

- Experience that provided a basic knowledge of data processing functions and general management principles that enabled the applicant to understand the stages required to automate a work process. Experience may have been gained in work such as computer operator or assistant, computer sales representative, program analyst, or other positions that required the use or adaptation of computer programs and systems. Experience in the performance of tasks such as:
 - Translating detailed logical steps developed by others into language codes that computers accept where this required understanding of procedures and limitations appropriate to use of a programming language.
 - Interviewing subject-matter personnel to get facts regarding work processes, and synthesizing the resulting data into charts showing information flow.
 - Operating computer consoles where this involved choosing from among various procedures in responding to machine commands or unscheduled halts.
 - Scheduling the sequence of programs to be processed by computers where alternatives had to be weighed with a view to production efficiency.
 - Preparing documentation on cost/benefit studies where this involved summarizing the material and organizing it in a logical fashion.

Desirable Technical Qualifications

- Knowledge of Internet Information System (IIS), HTML, HTTP, XML, and .NET technologies that affect the workings of the Commission's Web site.

- Knowledge and experience supporting database applications such as MS Access and Oracle.
- One or more Professional Certifications, such as MCDST, MCP, MOS, MCSA, etc.

BENEFITS AND OTHER INFO

- The Federal Employees Health Benefits Program has many plans to choose from all at very reasonable rates, which can be paid from pre-tax income.
- The Federal Employees Retirement System is one of the premier retirement programs in the Nation. The program features three components: a retirement pension; the Thrift Savings Plan (an employee controlled investment program); and social security.
- Federal Employee Group Life Insurance offers numerous life insurance policy options covering employees and dependents.
- The leave program offers exceptional time off benefits including annual leave, sick leave, family medical leave, and 10 paid holidays per year.
- You may be eligible for career development and enrichment training; family friendly policies, such as flexible work schedules; and Employee Assistance Programs.
- If you commute using public transportation, you may be eligible for a transit subsidy.
- Convenient location near the Metro Center, Gallery Place and Convention Center/Mt. Vernon Square Metro stations.
- Flexible Spending Accounts for out of pocket health care expenses and/or child care expenses.

Other Information

Relocation expenses are not authorized.

You must be a U.S. citizen or national to be eligible for this position.

If you are a male born after December 31, 1959, must certify that you have registered with the Selective Service System, or are exempt from having to do so under Selective Service Law.

The Postal Regulatory Commission is an Equal Opportunity Employer. Selection for this position will be made solely on the basis of merit, fitness for duty, and job related qualifications without regard to race, gender, religion, color, age, marital status, national origin, non-disqualifying handicapping condition, or any other non-merit factor.

Applications will not be accepted if you use franked envelopes, or postage paid agency envelopes or metered mail.

You can get forms and additional information from the Commission's personnel office at 202-789-6840

If you need reasonable accommodation for a disability, please contact 202-789-6840. If you have a hearing impairment, you may call the Federal Information Relay Service at 1-800-877-8339 for assistance in contacting the person named above.

HOW TO APPLY

You may use any written format you choose to apply. Be sure your application or resume includes all of the items listed in Optional Form 612, Optional Application for Federal Employment (available at <http://www.opm.gov/forms/html/of.htm#of612>). If your application/resume does not include the required information, you may lose consideration for the job.

We will use your application/resume, Mandatory Technical Qualifications and educational qualifications to determine if you meet the minimum qualifications for the job for which you qualify. Please indicate the lowest salary you are willing to accept. Also, submit:

- Your supplemental narrative statement that provides a description and examples of your accomplishments separately addressing each of the Mandatory Technical Qualifications. Do not exceed two pages per qualification.
- A copy of your most recent performance rating of record.
- A list of training completed in the last five years and dates completed.
- A list of awards received in the last 3 years and dates received.

Submit application or resume to:

Postal Regulatory Commission
Attn: Personnel Officer
Vacancy Number PRC: 01-19
901 New York Avenue, NW – Suite 200
Washington DC 20268-0001

Faxed applications will be accepted. Fax to 202-789-6886. Applications will also be accepted by email at personnel@prc.gov.

All applications must be received no later than October 21, 2008.