



**POSTAL REGULATORY COMMISSION
JOB VACANCY NOTICE
VACANCY NUMBER: PRC 10-26
OPEN: May 1, 2026
CLOSE: May 15, 2026**

POSITION TITLE: IT SPECIALIST (CUSTOMER SERVICE)
GRADE: PRC – 4
SALARY RANGE: \$102,415 – \$158,322
LOCATION: POSTAL REGULATORY COMMISSION
OFFICE OF THE SECRETARY AND ADMINISTRATION
901 NEW YORK AVENUE NW, SUITE 200
WASHINGTON, DC 20268-0001

TELEWORK ELIGIBLE: YES – AS DETERMINED BY AGENCY POLICY*
*THIS POSITION REQUIRES REGULAR ON-SITE PRESENCE AT COMMISSION FACILITIES TO SUPPORT USERS, DEPLOY DEVICES, AND PROVIDE CONFERENCE ROOM SUPPORT.

APPOINTMENT TYPE: PERMANENT
SECURITY CLEARANCE: PUBLIC TRUST BACKGROUND INVESTIGATION
INFORMATION: ONE POSITION MAY BE FILLED UNDER THIS VACANCY ANNOUNCEMENT
WHO MAY BE CONSIDERED: OPEN TO ALL US CITIZENS
APPLICATION PERIOD: 2 WEEKS

INTRODUCTION

The Postal Regulatory Commission's Office of Secretary and Administration (OSA) has an exciting employment opportunity for a highly motivated IT Specialist (Customer Service). This position has a probationary period of 1 year.

LEARN MORE ABOUT THIS AGENCY

The Postal Regulatory Commission is an independent establishment of the executive branch created by the Postal Accountability and Enhancement Act (PAEA) to provide strengthened oversight of the United States Postal Service. The five-member bipartisan Commission promotes high quality universal mail service for the American people by ensuring Postal Service transparency, accountability, and compliance with the law. The Commission is the primary regulator of the United States Postal Service and works to provide appropriate insight into postal rates, finances, and service to stakeholders and the general public.

Further information about the Commission and the Office of Secretary and Administration is available at www.prc.gov/about.

WORK ENVIRONMENT

This position is in the Office of the Secretary and Administration (OSA) which handles all Commission operations, including Administrative Services, Information Technology, Human Resources, Data Management, Strategic Planning, Facilities, Health and Safety, Records Management, Privacy, and more. As a result of these expansive responsibilities and small number of staff, OSA team members tend to possess entrepreneurial spirits, wear multiple hats, and engage in high levels of cooperation to ensure the Commission operates effectively and efficiently. This position is eligible for routine telework. This position requires regular on-site presence at commission facilities to support users, deploy



devices, and provide conference room support.

MAJOR DUTIES AND RESPONSIBILITIES

The IT Specialist (Customer Service) plays a critical role within the Commission's Help Desk team, ensuring the efficient and effective functioning of the IT environment. This position is responsible for providing advanced technical support and troubleshooting assistance to end-users, resolving complex technical issues related to hardware, software, and network systems. Due to the Commission's small size, the incumbent is expected to deliver high-quality, responsive IT support to internal users across the organization.

Service Desk Support

- Serve as the primary point of contact for end-users seeking technical assistance via phone, email, chat, or in-person.
- Provide timely and professional customer service, responding to service requests and incidents in accordance with established service level agreements (SLAs).
- Perform initial triage, troubleshooting, and resolution of IT incidents and service requests using standard procedures, knowledge base articles, and diagnostic tools.
- Escalate and coordinate unresolved or complex issues to appropriate IT team members or vendors as needed.
- Assist end-users with routine IT tasks, including device setup, imaging, software installations, and printer configurations.
- Ensure accountability and tracking of IT assets, including mobile devices and software licenses.
- Perform root cause analysis for recurring issues and implement preventive measures.

Audio/Visual and Conference Room Support

- Provide hands-on technical support for conference room technology, including Crestron control systems and Microsoft Teams Rooms (MTR) audio/video conferencing solutions.
- Provide real-time support during conference room meetings as needed.
- Configure, support, and troubleshoot AV components such as displays, microphones, cameras, speakers, and room control interfaces.
- Support Microsoft Teams Rooms systems, including room accounts, scheduling panels, conferencing peripherals, and meeting integrations.
- Diagnose and resolve issues related to audio quality, video performance, device connectivity, and system integration.
- Perform routine checks, updates, and preventive maintenance to ensure conference room systems are fully operational and reliable.
- Coordinate with vendors and Commission's facilities department for AV system maintenance, upgrades, and issue resolution as needed.

Systems Support and Operations

- Support new user onboarding and offboarding, including account setup, device provisioning, access configuration, and initial user orientation.
- Manage IT equipment inventory and lifecycle, including asset tracking, audits, and maintaining accurate records



of hardware assignments.

- Perform computer imaging, deployment, and refresh, ensuring standardized configurations and compliance with agency policies.
- Perform system installations, upgrades, configurations, and patching in accordance with established procedures and agency standards.
- Document all support activities, including troubleshooting steps, resolutions, and system configurations within the ticketing system.
- Contribute to the development and maintenance of knowledge base articles, user guides, and technical documentation.
- Communicate effectively with end-users, colleagues, and leadership regarding issue status, resolutions, and recommendations.
- Support compliance with federal IT standards, security controls, and best operational practices.

QUALIFICATIONS

Your qualifications will be evaluated based on your level of knowledge, skills, abilities and/or competencies in the following areas:

- Bachelor's degree in information technology, Computer Science, or related field, or equivalent combination of education and experience.
- Minimum of 5 years of experience in IT support or service desk environments.
- Strong knowledge of IT hardware, operating systems, Microsoft 365, and enterprise applications.
- Experience with help desk ticketing systems, remote support tools, and diagnostic utilities.
- Experience supporting Crestron AV systems and Microsoft Teams Rooms (MTR).
- Familiarity with enterprise AV systems, conferencing technologies, and room automation preferred.
- Strong analytical, problem-solving, and task prioritization skills.
- Excellent communication and interpersonal skills.
- Relevant certifications such as CompTIA A+, Network+, Security+, or Microsoft certifications preferred.
- Knowledge of federal IT policies, standards, and security requirements preferred.

EDUCATION

Bachelor's degree in information technology, Computer Science, or related field, or equivalent combination of education and experience.

HOW YOU WILL BE EVALUATED

You will be evaluated by a screening panel based on evidence of your ability to successfully perform the duties of the position according to the qualifications outlined in this announcement. The panel will forward the appropriate candidates to the Chief Technology Officer for further consideration and possible interview.

ETHICS REQUIREMENTS



The Commission is committed to government ethics. As a Commission employee, you will be subject to the Standards of Ethical Conduct for Employees of the Executive Branch and the criminal conflict of interest statutes. Commission employees are also subject to Commission-specific ethics rules (39 C.F.R. subpart A of part 3001 and supplemental standards of ethical conduct [5 C.F.R. part 5601]). The supplemental standards prohibit Commission employees, as well as their spouses and dependent children, from owning any securities issued by entities that are identified on the Commission's annually published prohibited securities list. As an employee of the Commission, you must complete initial ethics training within three months of your appointment and, depending on your position, complete required financial disclosure forms within 30 days of your appointment.

BENEFITS

A career with the U.S. Government provides employees with a comprehensive benefits package. As a federal employee, you and your family will have access to a range of benefits that are designed to make your federal career very rewarding.

For more information, visit [Postal Service Health Benefits \(PSHB\) Program](#)

You will earn annual **vacation leave**. More info: <http://www.opm.gov/policy-data-oversight/pay-leave/leave-administration/fact-sheets/annual-leave/>.

You will earn **sick leave**. More info: <http://www.opm.gov/policy-data-oversight/pay-leave/leave-administration/fact-sheets/sick-leave-general-information/>.

You will be paid for **Federal holidays** that fall within your regularly scheduled tour of duty. More info: <https://www.opm.gov/policy-data-oversight/pay-leave/federal-holidays/#url=2026>

If you are a current Federal employee, you can boost your retirement savings by participating in the [Thrift Savings Plan \(TSP\)](#). The TSP offers the same types of savings and tax benefits as a 401(k) plan.

If you use public transportation, part of your **transportation costs** may be subsidized. Our human resources office can provide additional information on this program.

You may participate in the **Flexible Spending Account (FSA)** program administered by Inspira Financial for expenses that are tax-deductible, but not reimbursed by any other source, including out-of-pocket expenses and non-covered benefits under their PSHB plans.

CONDITIONS OF EMPLOYMENT

- You will be required to serve a probationary period of 1 year.
- Relocation expenses are not authorized.
- **Fair Labor Standards Act (FLSA) Status:** Nonexempt
- **Citizenship Requirement:** You must be a **U.S. citizen or national** to be eligible for this position.
- **The Postal Regulatory Commission uses e-Verify:** All new hires must complete the I-9 form, this information will be processed through e-Verify to determine employment eligibility. If a discrepancy arises, you must take affirmative steps to resolve the matter.

Learn more about [E-Verify](#), including your rights and responsibilities.

- **Background Investigation Requirement:** You must successfully pass a background investigation. Failing to pass the background check may be grounds for removal or legal action. If hired, you may be subject to additional investigations at a later time.

- **Direct Deposit:** You will be required to have all federal salary payments electronically deposited into a bank



account with a financial institution of your choice.

- **Selective Service Registration:** All applicants born male, on (or after) 12/31/1959, must be registered with the Selective Service System OR have an approved exemption. Visit www.SSS.gov for more info.

REASONABLE ACCOMMODATION

If you need reasonable accommodation for a disability, please contact the Commission's HR office at HR@prc.gov or Sherri Proctor at 202-789-6869. 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.

EEO POLICY STATEMENT

The U.S. Postal Regulatory Commission is an Equal Opportunity Employer. The United States Government does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, parental status, military service, or other non-merit factor.

VETERAN INFORMATION

If you are claiming veterans' preference, you must submit a copy of your DD-214 (Member 4 copy), or other official documentation from a branch of the Armed Forces or the Department of Veterans Affairs showing dates of service and type of discharge. Ten-point preference eligibles must also submit an application for 10-point Veteran Preference, SF-15, along with the required documentation listed on the back of the SF-15 form. For more information on veterans' preference view [Feds Hire Vets](#).

LEGAL AND REGULATORY GUIDANCE

Social Security Number—Your Social Security Number is requested under the authority of Executive Order 9397 to uniquely identify your records from those of other applicants who may have the same name. As allowed by law or Presidential directive, your Social Security Number is used to seek information about you from employers, schools, banks, and others who may know you. Failure to provide your Social Security Number when requested will result in your application not being processed.

Privacy Act—Privacy Act Notice (PL 93-579): The information requested here is used to determine qualifications for employment and is authorized under 5 U.S.C. §§ 3302 and 3361.

Signature—Before you are hired, you will be required to sign and certify the accuracy of the information in your application.

False Statements—If you make a false statement in any part of your application, you may not be hired; you may be fired after you begin work; or you may be subject to fine, imprisonment, or other disciplinary action.

ADDITIONAL INFORMATION

Receiving Service Credit or Earning Annual (Vacation) Leave: Federal Employees earn annual leave at a rate (4, 6 or 8 hours per pay period) which is based on the number of years they have served as a federal employee. The Commission may offer Federal employee's credit for their job-related non-federal experience or active-duty uniformed military service. This credited service can be used in determining the rate at which they earn annual leave. Such credit must be requested and approved prior to the appointment date and is not guaranteed.

WHAT TO EXPECT NEXT

Once your online application is submitted you will receive a confirmation notification by email. After we receive the application package (including all required documents) and the vacancy announcement closes, we will review applications to ensure qualification and eligibility requirements are met. Please ensure that your application includes all required documents as we will not process applications missing a cover letter, etc. After the review is complete, the best



qualified candidates will be referred to the hiring manager for further consideration and possible interview. Applicants will be notified of their status by email, referred applicants will be notified as such and may be contacted directly by the hiring office for an interview. All referred applicants will receive a final notification once a selection decision has been made.

HOW TO APPLY

Applicants must apply through the online application system USAJOBS.gov. Follow the prompts to register, answer the application questionnaire and assessment, and submit all required documents.

If you already have a USAJOBS account, click "[Apply Online](#)" and follow the prompts to attach any additional documents that may be required.

In order for your application to be considered complete, the following documents must be submitted:

1. **Cover Letter** (no more than two pages)

2. **Resume:**

Your resume should not exceed 2 pages and must demonstrate the specialized experience related to the position for which you are applying. *If your resume goes beyond two pages, we will only consider the first two pages for the required experience as outlined in the specialized experience.* It is recommended to make your resume searchable in your USAJOBS.gov profile. For each position listed on your resume, you must specify the following information:

- a. Start and end dates (month/year)
- b. Description of duties
- c. If the position was Federal, you must include the grade and step for each
- d. education

3. **Current and former Federal employees:**

- a. Submit a copy of your most recent non-award SF-50, "Notice of Personnel Action" to indicate your current federal status. If the most recent SF-50 has an effective date within the past year, it may not clearly demonstrate that you possess the years of experience required for this vacancy. You must provide additional SF-50s that clearly demonstrate that you meet the years of experience required for this vacancy.
- b. The SF-50 must show your tenure, grade and step, and type of position occupied. [i.e., Excepted or Competitive]

*Performance award, Realignment, and Detail SF-50's **will not be accepted** as proof of grade or tenure.*

4. **Veterans:**

If claiming Veteran's Preference, you must submit a Member-4 copy of your DD-214

a. **Disabled Veterans**

Disabled Veterans and others eligible for 10-point preference (such as widows or mothers of eligible Veterans) must submit:

- i. SF-15 Application for 10 Point Veterans Preference
 - ii. Member-4 DD-214
 - iii. disability rating letter (if applicable)
- b. If you are currently on active duty to be released within 120 days, you may submit an armed forces certification in lieu of a Member-4 DD-214



Failure to provide this documentation will result in your application not receiving 10-point preference.

5. Military spouse of an Active-Duty Military Member:

- a. Marriage license
- b. A copy of your spouse's active military orders
- c. SF-15 Application for 10 Point Veterans Preference

6. Military Spouse of Separated Veteran:

- a. A copy of your marriage license
- b. A copy of the Member-4 DD-214
- c. A copy of your spouse's 100% service-connected disability letter OR document of death during active duty
- d. SF-15 Application for 10 Point Veterans Preference

You are not eligible for Military Spousal benefits if you were not married to the veteran at the time of death or have since remarried.

Failure to provide required documentation will result in your application not receiving preference.

7. Schedule A, Persons with Disabilities:

- a. Submit a copy of your Schedule A letter from a physician, local, state or federal rehabilitation office citing your eligibility under 5 CFR 213.3102 (u).

For more information on your eligibility, please visit: <https://www.usajobs.gov/Help/working-in-government/unique-hiring-paths/individuals-with-disabilities/>

Application packages will NOT be accepted via email, mail, or fax. All applications must be received by 11:59 pm on the closing date.

This vacancy announcement will be open from May 1, 2026, through May 15, 2026. Complete application packages must be submitted at the time that you apply to receive consideration. Additional documents will not be accepted after the vacancy closes.

For More Information

You can obtain forms and additional information by contacting Kerry Grega at employment@prc.gov.