



**POSTAL REGULATORY COMMISSION
JOB VACANCY NOTICE
VACANCY NUMBER: PRC 15-16
OPEN: AUGUST 2, 2016
CLOSE: AUGUST 12, 2016**

POSITION TITLE: MANAGER, INFORMATION TECHNOLOGY (IT)/LOCAL AREA NETWORK (LAN) ADMINISTRATOR
GRADE: PRC-5/6
SALARY RANGE: \$84,312 - \$160,662
LOCATION: POSTAL REGULATORY COMMISSION
OFFICE OF SECRETARY AND ADMINISTRATION
901 NEW YORK AVENUE, NW, SUITE 200
WASHINGTON, DC 20268-0001

SECURITY

CLEARANCE: PUBLIC TRUST BACKGROUND INVESTIGATION
INFORMATION: ONE POSITION MAY BE FILLED UNDER THIS VACANCY ANNOUNCEMENT
WHO MAY BE CONSIDERED: OPEN TO CURRENT GOVERNMENT EMPLOYEES

INTRODUCTION

The Postal Regulatory Commission (Commission) is seeking a highly-motivated and capable person to serve as the Manager, Information Technology/LAN Administrator.

OVERVIEW

The Postal Regulatory Commission is a small, 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 agency's mission.

OFFICE OF THE SECRETARY AND ADMINISTRATION (OSA)

The Office of the Secretary and Administration (OSA) provides management and staff support to the commission's operational offices (including the Office of Inspector General), the Commission's Strategic Plan, and various initiatives of the Executive Branch. OSA ensures that the Commission has the physical, financial, technological, and human capital infrastructure needed to accomplish its mission. Responsibilities include financial management, records management, administrative and organizational support, human resources management and workforce planning, and information technology (IT).



MAJOR DUTIES AND RESPONSIBILITIES

The IT Manager/LAN Administrator provides overall IT support to the Commission by maintaining the Commission network to ensure availability and integrity for all system users; supervising the IT team; managing IT projects; and charting a path to ensure effective use of technology to meet the Commission's strategic goals and objectives.

The IT Manager/LAN Administrator will provide hands-on support as well as strategic and operational expertise regarding:

- Network management
- Infrastructure (hardware/software) management
- Cybersecurity
- Cloud Services
- Customer Support

The Manager, IT/LAN Administrator:

- Maintains network infrastructure through daily, monthly and as-required patching and upgrades, physical setup, installation, back-up, troubleshooting, and repair of network hardware and software.
- Supervises and trains IT employees. This includes planning and directing the activities of the IT team, setting and adjusting short-term priorities, and preparing schedules for completion of work. Informs the rating process for each team member by providing written evaluations to the Deputy Secretary. Ensures IT team is cross-trained to provide redundancy for critical processes.
- Manages and directs the resources and efforts to ensure the Commission's IT enterprise information systems are integrated, interoperable and as close to state-of-the-art as possible. Establishes requirements for acquisition, development, and implementation of modified and/or new systems. Researches, evaluates, and recommends new or updated technologies to be used as enhancements or upgrades to existing server, network, and other IT infrastructure equipment.
- Assesses policy needs and develops policies, procedures, and documentation to govern IT activities (including user manuals, operating guides, and standard operating procedures). Provides policy guidance to management, employees and customers. Policies should be consistent with government standards and regulations set by organizations including, but not limited to NIST, DHS, and OMB.
- Keeps abreast of government standards and regulations regarding information systems and information security. Responds to required data calls and reports. Develops processes and reporting tools to measure key performance indicators regarding network performance, security vulnerabilities and customer satisfaction.
- Develops and maintains strategic IT plans, defining current and future business environments.
- Manages IT projects and IT contractors. Serves as Contracting Officer's Representative on IT contracts.
- Develops the IT component of the Continuity of Operations Plan (COOP) for all Commission systems to ensure system availability in the event of a COOP activation, to include vital records, data integrity and user training.
- Performs other duties as assigned.



COMPETENCIES AND SKILLS INFORMATION

Your resume must detail how you meet the Knowledge, Skills and Abilities requirements, showing specialized experience and IT-related experience demonstrating each of the four competencies described below.

Knowledge, Skills and Abilities (KSAs): Your qualifications will be evaluated on the basis of your level of knowledge, skills, abilities and/or competencies in the following areas:

1. Ability to effectively communicate complex concepts both orally and in writing, including the ability to write technical documentation, IT policies, FISMA reports, and performance evaluation feedback.
2. Ability to organize time and tasks to successfully complete activities in a timely and accurate manner. This includes effective project management.
3. Ability to collaborate with others in a team.
4. Problem solving, critical thinking/analytical, and investigative/research skills.
5. Expert Knowledge of local area networks, hardware and software.
6. In addition to expert specialty knowledge, have knowledge of a wide range of general IT issues/knowledge areas (for example, experience in configuring and maintaining a major database system; experience in website development with Drupal; experience with the MS Windows operating system and environment).

Applicants must have IT-related experience demonstrating each of the four competencies listed below:

1. **Attention to Detail** - Is thorough when performing work and conscientious about even small details.
2. **Customer Service** - Works with clients and customers (that is, any individuals who use or receive the services or products that your work unit produces, including the general public, individuals who work in the agency, other agencies, or organizations outside the Government to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing high quality products and services.
3. **Oral Communication** - Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.
4. **Problem Solving** - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives and to make recommendations.
5. **Timeliness** - Produces work on time, plans ahead, and anticipates contingencies; holds team accountable for deadlines.
6. **Accuracy** - Employee's work is correct and precise according to Commission or professional standards.
7. **Teamwork** - Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.



TECHNICAL CREDIBILITY - UNDERSTANDS AND APPROPRIATELY APPLIES PRINCIPLES, PROCEDURES, REQUIREMENTS, REGULATIONS, AND POLICIES RELATED TO SPECIALIZED EXPERTISE.

MANDATORY QUALIFICATIONS (SCREEN OUTS)

- Applicants must have experience in software maintenance, network administration and cyber security. If you do not meet these requirements, your application will not receive further consideration. This experience **MUST** be well documented within your resume.
 - For this position, “experience” is defined as: experience managing software maintenance, network management, cyber security; experience managing a technical staff, budget, and other resources in an IT production operation and infrastructure environment.
- Ten or more years serving in an IT position
- Two to five years supervising IT professionals
- Hands-on server and network administration and managing a full production infrastructure team and operational activities; and experience communicating orally and in writing to management officials, IT experts, and external stakeholders regarding IT

PREFERRED CERTIFICATIONS:

- COMPTIA -- A+, Security+ and Network+
- Microsoft Certified Systems Administrator (MCSA)
- Microsoft Certified Systems Engineer (MCSE)
- Project Management Professional (PMP)

TECHNICAL SKILLS:

- Windows
- Active Directory Services
- Dell and HP Server Hardware
- MS Exchange
- Network Design/Security
- Database Backup and Recovery
- TCP/IP
- Cisco Router Configuration
- HTML

Note: This experience **MUST be well documented within your resume.**

REQUIRED EDUCATION

This position requires applicants to meet a Basic Education Requirement in addition to at least ten years of specialized experience in order to be found minimally qualified. You **MUST** meet one of the following basic education requirements:

A. Degree: Undergraduate or Graduate Education: Degree in computer science, engineering, information science, information systems management, statistics, or technology management or degree that provided a minimum of 24 semester hours in one or more of the fields identified above and required the development or adaptation of applications, systems or networks.



OR

B. Experience: Experience must be IT-related; the experience may be demonstrated by paid or unpaid experience and/or completion of specific, intensive training (for example, IT certification), as appropriate.

SPECIALIZED EXPERIENCE:

In addition to meeting the Basic Requirements above, applicants must also possess one full year (52 weeks) of specialized experience equivalent to GS-13 in the Federal service. Specialized experience **MUST** include all of the following:

1. Maintaining support computer systems and programs such as operating systems, utilities, compilers, system drivers, hardware, local area networks, virtualized networks, remote work, wide area networks, technology refresh, and IT performance management systems.
2. Working with a team to support design, testing, and integration of necessary system changes such as software upgrades, hardware upgrades, or network upgrades.
3. Performing software rebuilds, global rebuilds, hardware or software maintenance and troubleshooting, or network management.
4. Developing and implementing IT management policies and procedures.

COLLEGE TRANSCRIPT:

If you are qualifying based on education, submit a copy of your college transcript that lists college courses detailing each course by the number and department (i.e., Bio 101, Math 210, etc.), course title, number of credit hours and grade earned. You must submit evidence that any education completed in a foreign institution is equivalent to U.S. education standards with your resume. You may submit an unofficial copy of the transcript at the initial phase of the application process. If course content cannot be easily identified from the title of the course as listed on your transcript, you must submit an official course description from the college/university that reflects the content at the time the course was taken.

Note: Your college transcript is used to verify successful completion of degree, or college course work. An official college transcript will be required before you can report to duty.

BENEFITS

You may participate in the **Federal Employees Health Benefits program**, with costs shared with your employer. More info: <http://www.opm.gov/healthcare-insurance/healthcare/>

Life insurance coverage is provided. More info: <http://www.opm.gov/healthcare-insurance/life-insurance/>

Long-Term Care Insurance is offered and carries into your retirement. More info: <http://www.ltcfeds.com/>

New employees are automatically covered by the **Federal Employees Retirement System (FERS)**. If you are transferring from another agency and covered by CSRS, you may continue in this program. More info: <http://www.opm.gov/retirement-services/>

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/factsheets/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/snow-dismissal-procedures/federal-holidays/#url=2016>

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

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

CONDITIONS OF EMPLOYMENT

- Relocation expenses are not authorized
- You will be required to serve a probationary period of 1 year
- **Fair Labor Standards Act (FLSA) Status:** Exempt
- You must be a **U.S. citizen or national** to be eligible for this position
- To ensure the accomplishment of our mission, the Postal Regulatory Commission requires every employee to be reliable and trustworthy. To meet those standards, all selected applicants must undergo and successfully pass a background investigation as a condition of placement into this position.
- If you are a male born after December 31, 1959, you must certify that you have registered with the Selective Service System, or are exempt from having to do so under Selective Service Law.

Experience refers to paid and unpaid experience, including volunteer work done through National Service programs (e.g., Peace Corps, AmeriCorps) and other organizations (e.g., professional, philanthropic, religious, spiritual, community, student, social). Volunteer work helps build critical competencies, knowledge, and skills and can provide valuable training and experience that translates directly to paid employment. You will receive credit for all qualifying experience, including volunteer experience.

REASONABLE ACCOMMODATION

If you need reasonable accommodation for a disability, please contact Mrs. 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.

VETERANS INFORMATION

Veterans who served on active duty in the U.S. Armed Forces and were separated under honorable conditions may be eligible for veterans' preference. For service beginning after October 15, 1976, the veteran must have served the



required length of time and have a Campaign Badge, Expeditionary Medal, a service-connected disability, or have served in the Gulf War between August 2, 1990, and January 2, 1992.

The Veterans Employment Opportunity Act (VEOA) gives veterans access to job vacancies that might otherwise be closed to them. The law allows eligible veterans to compete for vacancies advertised under agency promotion procedures when the agency is seeking applications from outside of its own workforce.

To claim veterans' preference, veterans must provide a copy of their DD-214, Certificate of Release or Discharge from Active Duty, or other proof. Veterans with service connected disability and others claiming 10-point preference must submit Form SF-15, Application for 10-point Veterans' Preference.

Without this documentation, you will not receive veteran's preference.

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 Title 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.

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

WHAT TO EXPECT NEXT

Once your complete application is received, we will conduct an evaluation of your qualifications and determine your ranking. The most highly qualified candidates will be referred to the hiring manager for further consideration and possible interview. You will be notified of the outcome.



HOW TO APPLY

You must apply through the online application system at www.USAJOBS.gov. Follow the prompts to register, answer a few questions 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. Resume showing relevant experience; (*If you are claiming veterans' preference, you must indicate the type of veterans' preference you are claiming on your resume*)
2. Five-year salary history
3. A minimum of three references (at least one professional)
4. A copy of your enter on-duty SF-50, and a copy of your most recent SF-50
5. Five point veterans must submit a DD 214
6. Ten point veterans must submit the following:
 - a. A copy of your DD 214
 - b. Application for 10-point Veteran's preference, SF-15 http://www.opm.gov/forms/pdf_fill/sf15.pdf
 - c. A copy of the official letter from VA, dated 1991 or later, certifying the service-connected disability and indicating the percentage of disability
 - d. If you're currently serving on Active Duty: Submit a statement of service from your unit identifying the branch of service, period(s) of service, campaign badges or expeditionary medals earned, type of discharge, character of service, and the date you will be separated or be on approved terminal leave. If you supply a statement of service at this stage, your preference/eligibility will be verified by a DD 214 (Member 4 Copy) upon separation from the military.

To gain access to your DD 214 online, please visit: <http://www.archives.gov/veterans/military-service-records/>

Additionally, applicants are strongly encouraged to submit:

1. Optional Form 3046-0466, Demographic Information on Applicants (voluntary)
http://www.prc.gov/sites/default/files/job-openings/OMB_FORM_3046-0046.pdf

This vacancy announcement will be open from 8/2/2016 to 8/12/2016 or when **50** applications have been received. The vacancy will close on whichever day the first of these conditions is met. If the application limit is reached on the same day the announcement is opened, the open and close date will be the same. 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.

Application packages will NOT be accepted via mail or fax. All applications must be received by 11:59 pm on August 12, 2016.

For More Information

You can obtain forms and additional information by contacting Mrs. Sherri Proctor at 202-789-6869.