

WE'RE HIRING!



Product Specialist - Dealer Support

Dominion Voting is searching for an experienced and customer focused **Product Specialist** to join our team in Chicago, Denver or remotely in the US! This position will be responsible for providing technical support on all Dominion Voting Systems products both on-site, via the telephone or via email primarily to our sales dealers but also other co-workers and customers. You will also write detailed, technical documentation for distribution internally and externally.

Responsibilities

- Provides support on-site and via telephone or email to our sales dealers, as scheduled and as needed for:
 - Repair and maintenance of voting systems.
 - Coordination of RMA as necessary.
 - Pre- and post-election Logic and Accuracy Testing.
 - Training on products and procedures.
 - Training and supervising temporary staff.
 - Election programming/ballot definition.
- Support the technical configuration and performance of the Dominion Voting Systems product lines.
- Analyze, troubleshoot and resolve any product issues.
- Review, test and update product usage documentation, logistical information and help desk articles.
- Documents and reports all anomalies and issues encountered for all hardware and software products.
- Work with Development, IT and Product Management teams to deploy robust, stable, and manageable products.
- Provides service to the Development department by conducting operational level testing of prototypes and developing practical field solutions to common problems.
- Assist in the research, procurement and implementation of new technologies, products and tools.
- Ensures that product upgrades are successfully completed with no disruption to overall service level.
- Ensures compliance with product warranty requirements and forecasts parts requirements.
- Develops expertise in the use, maintenance, repair and application across all DVS product lines.
- Provides on-site or remote support to state-level certification efforts of products.
- Adheres to all local, state, and federal rules and regulations that pertain to the operation of election systems.

Qualifications

- Bachelor's degree in Computer Science, Information Systems, or a related field (or equivalent work experience).
- 2+ years of experience of technical IT support on complex hardware and software systems is required.
- Experience in the elections / voting systems industry is preferred, but not required.
- Experience working with County and/or State governments is preferred, but not required.
- Strong technical hardware and software skills to include:
 - Microsoft Windows/Windows Server, Microsoft SQL Server
 - Quality Assurance
 - Product Management
 - Switch/router configuration and troubleshooting, and other types of LAN hardware
 - Firewall (Cisco, WatchGuard, Fortinet, etc.) configuration and troubleshooting
 - TCP/IP, DNS, DHCP, Proxy, Firewall and understanding of network security technologies
 - Experience deploying networking infrastructure
 - System virtualization
- Knowledge of general database applications and the interaction of those applications with external systems.
- Exceptional organizational skills to include attention-to-detail, accuracy, multi-tasking and time management.
- Ability to professionally and effectively liaise directly with customers and vendors.
- Ability to travel domestically and internationally up to 50% of the time.

[Click here to apply!](#)

Learn more about us at www.dominionvoting.com
Dominion Voting is an Equal Opportunity Employer

