



# WORK AT DOMINION VOTING!

## Product Specialist - Denver, CO



**OUR COMPANY OFFERS HIGH-IMPACT, CHALLENGING, FAST-PACED, & REWARDING CAREER OPPORTUNITIES**

Dominion Voting is searching for a tech-savvy, passionate **Product Specialist** to support our elections customers! This role will be based in our downtown Denver, Colorado office and will be responsible for providing technical support on all Dominion Voting Systems products both on-site, via the telephone or via email; write detailed, technical documentation for distribution internally and externally; and interface directly with customers, co-workers, and election officials.

### KEY JOB RESPONSIBILITIES

- Provides customer support on-site and via telephone or email as needed for: Repair and maintenance of voting systems; Coordination of RMA; Pre and Post election Logic and Accuracy Testing; Training of associates and customers on products and procedures; Training and supervising temporary staff during the election; Election programming/ballot definition; and Ancillary election activities as required.
- Support the technical configuration and performance of the DVS product lines.
- Analyze, troubleshoot and resolve any product issues (hardware & software) for customers and co-workers.
- 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.
- Conduct operational level testing of prototypes, collecting accurate data on system failures and developing practical field solutions to common problems.
- Identify tools that can improve the Dominion Voting Systems product line and increase efficiencies.
- 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.

### THE SUCCESSFUL CANDIDATE WILL POSSESS:

- Bachelor's degree in Computer Science, Information Systems, or a related field.
- 2+ years experience with technical hardware and software product support.
- 2+ years of experience working with and supporting customers on a daily basis.
- 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.
- 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; and 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 analyze problems and identify potential solutions and preventive measures.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to establish and maintain business relationships with customers.
- Ability to analyze problems and identify potential solutions and preventive measures.
- Ability to work unconventional hours (more than eight hours a day, at night and on weekends).
- High degree of accuracy with details and good recordkeeping skills.
- Ability to travel domestically and internationally up to 50% of the time.



Dominion Voting Systems provides innovative election solutions to more than 1,200 jurisdictions in North America and abroad. Our team shares several common qualities including high energy, innovation, and dedication to product and customer service excellence. Our company offers challenging, fast-paced, rewarding opportunities for individuals seeking employment in a variety of different functions.



TO LEARN MORE ABOUT OUR TECHNOLOGY, PEOPLE AND SERVICES VISIT [DOMINIONVOTING.COM](http://DOMINIONVOTING.COM) TODAY

**INTERESTED  
IN THIS  
OPPORTUNITY?**

**EMAIL RESUME & COVER LETTER TO  
[RESUMES@DOMINIONVOTING.COM](mailto:RESUMES@DOMINIONVOTING.COM)**