

WE'RE HIRING!

Hardware & Software Product Specialist - Endicott, NY

Dominion Voting is searching for an tech-savvy and customer focused **Product Specialist** to join our team in Endicott, NY! This position will be responsible for delivering a wide variety of technical and customer support services related to the implementation, operation, repair, maintenance and upgrades of Dominion Voting Systems products. This role works closely with customers, co-workers, and election officials to ensure all pre- and post-election day activities are successfully executed.

Responsibilities

- Provide customer support on-site, or via telephone and/or email as scheduled and/or as needed. Responsibilities include, but are not limited to:
 - Leading pre- and post-election systems testing (Logic and Accuracy Testing).
 - Hardware and/or software repair and maintenance of all voting system components.
 - Coordination of RMAs as necessary.
 - Delivering training to colleagues, temporary staff, and/or customers on products and procedures.
 - Supervising and directing temporary staff during the election cycle
 - Pre-election programming, to include working with customers to define and program election and ballot definition
 - Additional election activities as needed and assigned.
- Assists with new system implementations and product upgrades.
- Working closely with Engineering & Certification to lead functional testing and trials for new and existing products to ensure products meet established standards; provide timely and accurate operational and end-user data on functionality
- Documenting and reporting all hardware and software anomalies and system issues; as well as developing practical field solutions to common problems.
- Maintain all records related to voting system components; ensure compliance with product warranty requirements and forecast part requirements.
- Adheres to all local, state/provincial, and federal rules and regulations that pertain to the operation of election systems.
- Contribute to various jurisdictional certification efforts of products, as needed
- Develop expertise in the use, maintenance, repair and application across all DVS product lines.
- Other assigned tasks/responsibilities as needed or assigned.

Qualifications

- Bachelor's Degree in computer science, information technology; or equivalent work experience.
- 4+ years' experience training, performing hardware/software maintenance, and effectively operating IT equipment within the within the technology industry. Elections industry experience is preferred, but not required.
- 4+ years' of experience providing hardware and/or software technical support directly to customers, to include in-person, onsite, via telephone and/or email.
- Working knowledge of Windows operating systems and applications
- Solid understanding of hardware, software, and troubleshooting
- Proficient in Microsoft Office Suite, particularly Microsoft Excel and Microsoft Project.
- Excellent verbal and written communication skills, with ability to present technical training to non-technical audiences.
- Demonstrated success working both independently and as part of team
- Strong organizational skills to include multi-tasking and effective time management.
- Demonstrated ability to communicate clearly and concisely with customers, election officials, and colleagues.
- This position may travel up to 60% of the time (or more depending on assignment requirements).

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