

WE'RE HIRING!



Product Specialist - Toronto

Dominion Voting is searching for a **Product Specialist** to join our team in Toronto! This position will be responsible for data-entry for the purpose of programming elections within our Election Management System; supporting the installation, operation, repair, and maintenance of all Dominion Voting Systems products; providing election support services and customer training; and interfacing directly with customers, co-workers and election officials.

Responsibilities

- Entering and manipulating data within robust MS Excel databases for the purpose of programming elections within our Election Management System (EMS).
- Works with the customer to define Election Day ballot requirements and conducts the pre-election programming.
- Develops expertise in the use, maintenance, repair and application of all Dominion Voting product lines
- Provides customer support on-site, via telephone, or email as needed for repair and maintenance of voting systems
- Assists with the election system acceptance test and the pre-election system testing
- Assists with new system implementations
- Maintains all records related to voting system components by completing and submitting all required paperwork
- Documents and reports product anomalies and issues encountered
- Ensures compliance with product warranties and forecasts parts
- Ensures that upgrades are completed with no disruption to overall service
- Identifies and describes product issues to Engineering & Certification in order to contribute to ongoing development
- Conducts operational level testing of prototypes, collecting accurate data on system failures and developing practical field solutions to common problems
- May contribute to certification efforts of products
- Adheres to all local, provincial, state, and federal rules and regulations that pertain to the operation of election systems

Qualifications

- An undergraduate degree (associates or bachelors) is preferred
- 2-3 years of experience in the technology industry with previous data-entry experience in Data Admin, Data Clerk, Data Entry Specialist, or similar types of positions.
- 2-3 years of experience effectively working directly with both internal and external customers, with demonstrated customer service philosophy.
- Previous IT Help Desk and/or QA (Quality Assurance) experience would be beneficial but is not required
- High level of proficiency with the Microsoft Office Suite, particularly advanced skills with MS Excel.
- Must have the ability and interest in learning and mastering new, proprietary software systems
- Bilingual in English and French preferred; English aptitude is required.
- Knowledge of general database applications and the interaction of those applications with external systems.
- High degree of accuracy with details and good recordkeeping skills.
- Ability to execute highly repetitive tasks accurately and in a timely fashion
- This position will require travel up to 35% of the time, locally, nationally and internationally

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