

WE'RE HIRING!



Product Specialist - San Leandro, CA

Dominion Voting is searching for a technical and passionate **Product Specialist** to join our team in San Leandro, CA! This position will be accountable for the readiness of Dominion's voting systems to perform properly in assigned jurisdictions; which includes defining the functionality of the D-Suite system, monitoring the development of the system in accordance with the required functionality, and managing its testing and preparation for delivery to the market; this position also provides significant input to the system release visions, diagnoses and resolves obstacles and challenges as they arise.

Responsibilities

- Provide high-level technical operational expertise to address complex customer issues, including creative "out of the box" solutions to unforeseen problems
- Provide high-level, on-site technical support and training to customers at their location
- Provides for the maintenance of all records related to voting system components by completing and submitting all required and necessary paperwork
- Documents and reports all anomalies and issues encountered for all hardware and software products
- Adheres to all local, state, and federal rules and regulations that pertain to operating election systems
- Ensures compliance with product warranty requirements and forecasts parts requirements
- Ensures that product upgrades are successfully completed with no disruption to overall service level
- Identifies and describes product issues to contribute to ongoing product development
- Provides service to the Development department by conducting operational level testing of prototypes, collecting data on system errors and developing practical field solutions to common problems
- Assist in the research of new tools that can improve of the company's technology solutions
- May contribute to state level certification efforts of products
- Develops expertise in the use, maintenance, repair and application across all DVS product lines, with a particular focus on ImageCast X, ImageCast Central, Adjudication, and RTR

Qualifications

- Bachelors or Associates in Information Technology, Computer Science, Systems Administrator, or similar is preferred
- 2+ years of experience with technical hardware and software product support experience is required.
- 2+ years of experience working directly with and supporting customers on a daily basis in a role similar to a system implementation specialist, field technician, product technician, system specialist, etc.
- Network administration experience to include configuration and troubleshooting of switches, routers, and firewalls
- Experience setting up a TCP/IP network including DNS, DHCP using Windows Server and Network Routers
- Setup, and implementation of a virtual environments using HyperV/VMware
- Ability to troubleshoot, test, repair and service technical equipment ; First level troubleshooting for PCs, printers, servers, and related equipment
- Proficient technical knowledge of MS-Windows operating system, MS Office suite, MS SQL Server, Windows OS and Windows Server OS
- Android Operating system experience preferred not required
- Experience in the elections industry with responsibility for the maintenance and/or operation of voting systems is preferred but not required.
- Experience working with County and/or State governments is preferred, but not required.
- Certifications preferred not required CompTIA A+, Network +, MCP
- Willingness to, at times, work unconventional hours (more than eight hours a day, at night and on weekends)
- This position can require up to 80% travel both domestically and internationally

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