WE'RE HIRING!

Software Product Specialist I - Chicago, IL

Dominion Voting is searching for an tech-savvy and customer focused **Software Product Specialist** to join our team in Chicago! 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

- Assists with new system implementations and product upgrades.

- Develop greater understanding of the integration between the software and hardware technology in order to successfully configure hardware, such as servers and Dominion's proprietary technology

- Participate in supporting firmware updates

- Participate in 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 to the Engineering & Certification department.

- Documenting and reporting all hardware and software anomalies and system issues; as well as developing practical field solutions to common problems.

- Adheres to all local, state/provincial, and federal rules and regulations that pertain to the operation of election systems.

- Support various jurisdictional certification efforts of products, as needed

- Develop knowledge for the use, maintenance, repair and application of all DVS product lines.

- Provide support for pre-election programming, to include working with customers to gather information used to define and program elections and ballot definitions

- As assigned, provide on-site customer support on-site, or via telephone and/or email as scheduled and/or as needed. Responsibilities include, but are not limited to:

  - Conducting pre- and post-election systems testing (Logic and Accuracy Testing).

  - Performing software upgrades, troubleshooting, and maintenance of all voting system.

  - Coordination of RMAs as necessary.

  - Additional election activities as needed and assigned.

- Other assigned tasks/responsibilities as needed

Qualifications

- Bachelor's Degree in computer science, information technology; or equivalent work experience.

- 2 years' experience training, performing software maintenance, and effectively operating IT equipment within the within the technology industry. Elections industry experience is preferred, but not required.

- 2 years' of experience providing software technical support directly to customers, to include in-person, onsite, via telephone and/or email.

- Basic knowledge of Windows operating systems and applications

- Knowledge of general database applications (SQL) and the interaction of those applications with external systems.

- Working knowledge of hardware, software, and troubleshooting

- Proficient in Microsoft Office Suite, particularly Microsoft Excel and Microsoft Project.

- Excellent verbal and written communication skills.

- 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).

Click here to apply!

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