

WE'RE HIRING!

Systems Specialist - Localization & Accessibility

Dominion Voting is searching for a **Systems Specialist - Localization & Accessibility** to join our team in Denver, Toronto, or remotely in the US! This role will be responsible for implementing and managing the localization & accessibility efforts for all solutions offered by Dominion Voting Systems. Dominion has several methods of voting including paper fed tabulators, touch screen voting units and online solutions, and this position will have operational ownership over developing the processes, tracking the progress, and implementation of different language and localization needs across all product lines based on jurisdictional requirements and needs.

Responsibilities

- Ensure all operational testing is complete, operational readiness items have been addressed, assist with deployment activities and provide post launch support.
- Work closely with Tier 1 operations teams and Engineering to assure that all localization needs are understood by all stakeholders
- Work with customers and customer facing resources to determine and promote localization best practices
- Working closely with the documentation & training team, assist in creating both user documentation and training materials
- Assist implementation teams to provide training and support in supporting all required languages across all hardware/software.
- Keep a detailed and up to date repository of all localization files and tools to provide rapid response to field implementation teams.
- Work closely with vendors that support efforts and create processes that ensure vendor related efforts continue meet the needs of customers.
- Provide administrative oversight verifying that systems are continually working as expected and that accounts are functioning as expected.
- Work onsite at customer locations and assist in the installing and configuring of applications when needed to assist teams in the field.
- 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.
- Provides service to the Development department by conducting operational level testing of prototypes.
- Identify tools that can improve the Dominion Voting Systems product line and increase efficiencies.
- Ensures that product upgrades are successfully completed with no disruption to overall service level.
- Ensures compliance with product warranty requirements and forecasts parts requirements.
- 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.

Qualifications

- Bachelor's degree in Computer Science, Information Systems, or a related field (or equivalent work experience).
- Knowledge of different languages both spoken and written preferred.
- Ability to learn how to use and configure hardware/software solutions.
- 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.
- 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.
- High degree of accuracy with details and good recordkeeping skills.
- Ability to travel domestically and internationally up to 50% of the time.

[Click here to apply!](#)

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Dominion Voting is an Equal Opportunity Employer

