

# WE'RE HIRING!



## Implementation Specialist I - Chicago, IL

Dominion Voting is searching for an tech-savvy and customer focused **Implementation Specialist I** to join our team in Chicago! This position will be responsible for successfully planning, monitoring and executing all phases of technology (hardware & software) implementation projects for our customers. This will include the assisting with the full project and implementation cycle which include RFP, award of the contract, planning meetings internally & externally, procurement of equipment, acceptance testing of the systems, training of customers, running mock elections, and execution of the first successful Election, and any, and all requirements to fulfill the contract.

### Responsibilities

- Execute effective implementation processes end to end from initial RFP response through to execution of a first Election
- Review and monitor contractual obligations, hardware & software specifications, deadlines, etc. and works to build an overall understanding of customer needs and expectations
- Develop implementation plans and schedules based on specific projects and contractual obligations and deadlines.
- Monitor purchase orders to ensure hardware specifications, certification requirements, and contractual deadlines are met.
- Determine the resources needed to execute the implementation projects and schedule and deploy those resources as needed
- Ensure the project plans and schedules are regularly updated and communicated to the Implementation Team, Logistics Team, Project Managers, Customer Relations Manager, Director of Operations, Sales, and Development.
- Create and disseminate an inventory tracking document to ensure an accurate inventory is maintained at all times.
- Create and disseminate acceptance testing documentation, EMS infrastructure documentation, and any other required documentation to the team.
- Create estimates of costs based on projected planning, monitor expenses during the project, and report on actual cost of implementation after the project is completed.
- Schedule, manage and monitor internal trainings and external customer trainings.
- Conduct post-implementation meetings to discuss completed project and gather feedback in order to improve processes, procedures, documentation, trainings, etc.
- Identifies opportunities for sales of products and services
- Contributes to state level certification efforts of products
- Contribute to ongoing product development
- Other assigned tasks/responsibilities as needed

### Qualifications

- Bachelor's degree in Computer Science, Information Systems, or a related field (or equivalent work experience).
- 3-5 years of experience with technical IT technology implementations and support on complex hardware and software systems is required.
- 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.
- Ability to thrive in an extremely high-pressure environment with a high level of responsibility and autonomy
- 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.
- Ability to travel domestically and internationally up to 50% of the time.

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