

WE'RE HIRING!

Software Product Specialist II

Dominion Voting is searching for **Software Product Specialist II** to join our team in our San Leandro, CA office! Working independently and as part of a team, this position will be responsible 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, product upgrades, and firmware updates.
- Applying understanding of the integration between software and hardware in order to successfully configure Dominion's proprietary technology
- Pre-election programming, to include working with customers to define and program election and ballot definitions.
- Working closely with Engineering & Certification to perform 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
- Documenting and reporting all hardware and software anomalies and issues system; 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.
- Contribute to various jurisdictional certification efforts of products, as needed
- Develop expertise in the use, maintenance, repair and application across all DVS product lines.
- Delivering training to colleagues, temporary staff, and/or customers on products and procedures.
- As assigned, provide on-site customer support on-site, or via telephone and/or email.
- Pre- and post-election systems testing (Logic and Accuracy Testing).
- Software upgrades, troubleshooting, and maintenance of all voting system.
- Coordination of RMAs as necessary.
- Other assigned tasks/responsibilities as needed or assigned.

Qualifications:

- Bachelor's Degree in computer science, information technology, or similar; or equivalent work experience.
- 5+ years' experience training, performing software maintenance, and effectively operating IT equipment within the technology industry.
- 5+ years' of experience providing software technical support directly to customers, to include in-person, onsite, via telephone and/or email.
- Elections industry experience is preferred, but not required.
- Knowledge of general database applications (SQL, Excel, etc.) and the interaction of those applications with external systems.
- High degree attention to detail is required.
- Working knowledge of Windows operating systems and applications.
- Solid understanding of hardware, software, and troubleshooting.
- Proficient in Microsoft Office Suite, particularly Microsoft Excel and Microsoft Project.
- Excellent verbal and written communication skills, with ability to present technical training to non-technical audiences.
- Demonstrated success working both independently and as part of team.
- Strong organizational skills to include multi-tasking and effective time management.
- Must have the ability to at times work unconventional hours (evenings, weekends, etc.) and have the ability to travel frequently, up to 60% of the time.

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