

WE'RE HIRING!

Software Product Specialist II - Atlanta, GA

Dominion Voting is searching for a tech-savvy & passionate **Software Product Specialist II** to join our team in Atlanta, GA! 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

- Develop expertise in the use, maintenance, repair and application across DVS products.
- Applying an understanding of the integration between software & hardware in order to successfully configure and use Dominion's proprietary technology
- As assigned, provide customer support to include:
 - New system implementations and upgrades.
 - Leading pre- and post-election systems testing (Logic and Accuracy Testing).
 - Software & hardware upgrades, troubleshooting, and maintenance.
 - Coordination of RMA's as necessary.
 - Delivering training to colleagues, temporary staff, and/or customers.
 - Supervise & direct temp staff during elections.
- Execute pre-election programming, to include working with customers to define and program election and ballot definitions.
- Document and report on all hardware and software anomalies and issues and develop practical field solutions.
- Working closely with Engineering 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.
- 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
- Other assigned tasks/responsibilities as needed or assigned.

Qualifications

- Bachelor's Degree in computer science, information technology; or equivalent work experience.
- 5+ 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.
- 5+ years' of experience providing software technical support directly to customers, to include in-person, onsite, via telephone and/or email.
- Solid understanding of hardware, software, and troubleshooting
- Working knowledge of Windows operating systems and applications
- Knowledge of general database applications (SQL) and the interaction of those applications with external systems.
- 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.
- Demonstrated ability to communicate clearly and concisely with customers, election officials, and colleagues.
- Ability to establish and maintain business relationships with customers.
- Ability to analyze problems and identify potential solutions and preventive measures.
- This position may travel up to 60% of the time (or more depending on assignment requirements).

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