

WE'RE HIRING!



Manager, Product Support - Denver

Dominion Voting Systems, Inc. is looking for a **Manager, Product Support** to strategically lead and develop a multi-state team of election technology software and hardware Product Specialists through a number of critical projects throughout the Western United States. These projects include implementations, upgrades, repairs, preventative maintenance, an elections day support of Dominion Voting System's 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

- Execute effective technical project, communication and resource management methodologies to ensure adherence to strict delivery schedules and budget management.
- Build and maintain strong customer relationships, monitoring and receiving timely feedback, promptly addressing technical concerns, and providing transparent/effective information back to the Product Support team.
- Foster and drive a customer-centric culture within the Product Support team, ensuring service level agreements are met/exceeded, maintaining high customer satisfaction;
- Function as an Operations subject matter expert for all Dominion Voting election applications and systems, serving as an escalation point for complex technical challenges for Product Support staff, other internal staff, and customers.
- Manage, lead and motivate technical staff, deploying creative and strategic approaches to onboarding, training, development, mentoring, teambuilding, and performance management to deepen bench strength and further cultivate a high performing team culture.
- Establish, manage and drive formal post-implementation QA testing protocols
- Participates as part of a team defining requirements, preparing and testing certification projects, and participating in state certification processes ensuring all unique jurisdictional requirements are met.
- 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 or Information Technology preferred
- 10+ years' experience in IT supporting diverse systems and applications, including computer hardware and software, database software, and relevant authoring utilities, or related development tools required.
- 5+ years' experience managing and leading technical staff, deploying creative and strategic approaches
- 5+ years' experience working in an external, customer-facing role, leading and coordinating technical product support projects.
- 2+ years of Elections industry experience preferred, but not required
- Experience with the following is preferred, but not required:
 - Experience deploying networking infrastructure.
 - Microsoft Databases
 - Microsoft Operating Systems (Servers/Clients)
 - System virtualization (VMware)
 - Software Development
 - Hardware/Software Quality Assurance testing
- Effective and strategic communication skills, both verbal and written
- Effective presentation skills, with the ability to explain complex technical terms simply
- Strong organizational skills to include multi-tasking and time management skills.
- Strong interpersonal skills to effectively build strong business relationships.
- Ability to travel up to 50% locally and throughout the Western U.S.

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