

WE'RE HIRING!



Product & System Specialist - Jamestown, NY

Dominion Voting is seeking an experience and passionate **Product & System Specialist** to join our team in Jamestown, NY! Working independently, as well as within cross-functional teams, you will be responsible for delivering internal and external technical support services related to the implementation, operation, repair, maintenance and upgrades of Dominion's hardware and software technologies and products. Additionally, you will provide routine support to customers, colleagues and election officials to successfully execute pre- and post-Election Day activities.

Responsibilities

- Install and configure operating systems, application software, and hardware, such as servers and Dominion's proprietary technology.
- Evaluate, monitor, troubleshoot and resolve customer server/network issues.
- Identifying gaps between customer technical requirements and current system capabilities.
- Serve as an escalation point for support and build issues; providing recommendations and operational support for system automation, deployment and continuous integration tools.
- Leverage tools, and provide recommendations for enhancing production triage and improving time to detect issues
- 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 system issues; as well as collaborating with Operations, Engineering & Certification departments to develop practical solutions to common field 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
- Develop expertise in the use, maintenance, repair and application across all DVS product lines.
- Pre-election programming, to include working with customers to define and program election and ballot definition.
- As assigned, provide customer support on-site, or via telephone, and/or email.
- Occasionally provide limited, basic, on-site internal IT support, under the direction of IT team.

Qualifications

- Bachelor's Degree in computer science, information technology; or equivalent work experience.
- 5+ years' experience performing software and hardware maintenance, and effectively operating IT equipment within the within the technology industry.
- 5+ years' experience providing software and hardware technical support directly to customers in-person, onsite, via telephone and/or email.
- 5+ years' experience with virtual infrastructure, including virtual machine templates, and machine teardown
- 5+ years' experience with Microsoft operating systems and applications
- 3+ years' experience Visual Studio, .NET architecture, Web apps/services/configurations, SQL Server, etc.
- Elections industry experience is preferred, but not required.
- Proficient in Microsoft Office Suite, particularly Microsoft Excel and Microsoft Project.
- Excellent verbal and written communication skills, with ability to present complex technical concepts to technical and non-technical audiences.
- Demonstrated success working both independently and as part of team.
- Ability to thrive in an extremely high-pressure environment with a high level of responsibility and autonomy; ability to work effectively with minimal supervision.
- Ability to work unconventional hours (more than eight hours a day, at night and on weekends).
- Ability, and willingness, to 25% of the time (or more depending on assignment requirements).

[Click here to apply!](#)

Learn more about us at www.dominionvoting.com
Dominion Voting is an Equal Opportunity Employer

