

WE'RE HIRING!

Systems Specialist - Advanced Field Support

Dominion Voting is searching for a **Systems Specialist** to join our team in Toronto! This position provides highly skilled and technical support in the testing, implementing and triaging of election systems both pre and post deployment. This includes providing functionality requirements of the system, monitoring the development of the system in accordance with the required functionality, and participating in its testing and preparation for delivery to the market. You will also provide significant input to the system release versions, diagnoses and resolves obstacles and challenges as they arise; transfers product knowledge to the Operations and Sales teams; and participates in the release through deployments.

Responsibilities

- Identify, diagnose and provide immediate resolutions to field issues, in addition to recommending reliable solutions that can be reproduced by field service personnel.
- Configure, test and be able to deploy complex hardware/software solutions composing of multiple product sets and software suites.
- Develop and provide high-level technical operational expertise.
- Conduct knowledge transfer of system and jurisdictional requirements to other teams to facilitate ongoing sales, customer support activities, and product development.
- Documents and reports all anomalies and issues encountered for all hardware and software products.
- Identify tools that can improve the Dominion Voting Systems product line and increase efficiencies.
- Plan and schedule activities to meet deadlines established by others to ensure the completion of tasks.
- May also play a lead role in third party integration projects.
- Ensures compliance with product warranty requirements and forecasts parts requirements.
- Adheres to all local, state, and federal rules and regulations that pertain to the operation of election systems.
- Additional responsibilities as needed or required.

Qualifications

- Bachelor's degree in Information Systems, Computer Science, Mathematics/Statistics, Engineering, or relevant experience
- 5+ years relational database experience, product testing, and/or deployment of hardware/software technology systems
- 3+ years' hardware/networking configuration, security protocol implementation and software installation/system configuration
- 3+ years' election industry experience with demonstrated in-depth knowledge of industry procedures, generally accepted practices, constraints, and defining customer requirements preferred.
- 3+ years' experience developing technical standards and technical procedures.
- Understanding of software development lifecycle required
- Demonstrated ability to work effectively within cross-functional teams
- 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 drive problem investigation and resolution including identifying creative solutions, workarounds and preventive measures.
- Ability to travel domestically and abroad as needed up to 50% of the time.

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