



HELP DESK IT MANAGER

WHY WORK WITH EDULOG?

Work with talented, interesting and fun co-workers in a growing and dynamic company! EDULOG offers exciting opportunities to enhance your career in a custom software company. You will join teams that improve student transportation systems across the U.S. and internationally, most specifically by partnering with new and long-term customers whose relationships are key to EDULOG's success. If you are looking for a dynamic company in which to expand your knowledge and experience professional growth, consider EDULOG for a collaborative atmosphere where quality customer attention and your efforts are appreciated.

POSITION SUMMARY & OBJECTIVE

EDULOG is currently hiring a Help Desk Manager to oversee the management of the company corporate help desk activities, and resolve escalated issues if necessary. With an entirely new network of 700+ individual lines, the Help Desk Manager will also oversee an approximate three (3) month project that includes the moving of around 150 workstations and connecting them to the new network. The Help Desk Manager in general will be utilized for the procurement of servers, installing enterprise software, setup of machines and networking to them for company access. The Help Desk Manager will work with the Specialty services department that currently manages company servers.

PRIMARY FUNCTIONS

- Manage corporate help desk activities, and oversee all company servers, backups and networking needs.
- IT contractor, vendor and inventory management. Cloud management may also be required.
- Understand the needs of each department, including approved hardware and software specifications and requirements, and streamline ordering through the front office.
- Internal software and hardware licensing control and management: Work with Administrative department to maintain inventory of all equipment, and software licensing and renewals.
- Submit monthly orders to Admin for Purchasing & work with Purchasing to answer collaborate as necessary on questions.
- Hold responsibility for IT staffing and provide IT budgeting building and replacement cycle projections on a company-wide basis.
- Available for moves and some evening work. Move hardware, ensure it is reset and connected appropriately (printers/servers etc.), move phone lines etc.
- Provide updated/changes as necessary to on-call list of staff who will be available to answer the paging service for after-hours calls.

Smarter Transportation.

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SKILLS & QUALIFICATIONS

- Associate or Bachelor's degree in computer science or information technology, and at least three (3) years of experience administering and managing enterprise level servers and supporting technology, or an equivalent combination of education and experience.
- Extensive experience with help desk support, server infrastructure, networking and cloud management.
- NET or MCSC certification is a plus but not required.

TO APPLY: Please visit our website at <https://www.edulog.com/employment/> to complete an application, and submit your cover letter and resume.

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