



Technical Support Analyst I or II

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.

SUMMARY & OBJECTIVE

As a member of the Product Support team you will be responsible for assisting customers with troubleshooting and resolving any technical problems associated with the EDULOG suite of applications. You will work with members of your team in finding the best solution and escalating technical problems to Tier II if need be.

PRIMARY FUNCTIONS

- Troubleshoot, diagnose, and resolve hardware, software and network issues for EDULOG's customers
- Document and track tickets in the CRM
- Escalate calls to Tier 2 or Tier 3 support if/when necessary

EDUCATION REQUIREMENTS & QUALIFICATIONS

- 1+ years' experience in a technical customer service or technical support role
- Interest in promoting EDULOG's business through courteous and professional client relationships
- Experience asking pertinent questions to understand technical situation, identify technical support issues, and troubleshoot problems
- Clear, positive verbal and succinct written communication skills
- Adaptable to pressure while maintaining a positive attitude and providing exemplary customer service within established deadlines
- Apply knowledge of EDULOG products to facilitate solution to School District partner requests
- Demonstrate individual initiative and collaborate teamwork

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

Smarter Transportation.

Education Logistics, Inc. | 3000 Palmer Street | Missoula, MT 59808 | www.edulog.com

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