



IT SUPPORT TECHNICIAN

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

The IT Help Desk Technician is responsible for providing IT support to the company's network users, completing IT-related projects, resolving IT-related issues in a timely manner, and assisting the Systems Administrator.

PRIMARY FUNCTIONS

- Investigate and resolve incoming IT Help desk Requests.
- Diagnose, troubleshoot and resolve challenging technical problems.
- PC and printer service, repair, and upgrades.
- Company phone system - moving lines, changing extensions, troubleshooting.
- Follow standard Help desk procedures.
- Research issues using available information resources.
- Document resolutions for future reference.

EDUCATION REQUIREMENTS & QUALIFICATIONS

- Associates Degree in Information Technology or related field is preferred. Two years equivalent experience also acceptable.
- Excellent communication skills and a professional manner.
- One year or more of Help desk support or in a similar customer support environment supporting various hardware, software, and network configurations.
- An ability to quickly troubleshoot and diagnose various technical problems.
- Strong research skills.
- Ability to multi-task.
- Ability to work independently and self-start.

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- Must be proficient in or have knowledge of the following:
 - PC troubleshooting, repairs, and upgrades
 - Basic network infrastructure, protocols, and troubleshooting
 - Microsoft Windows XP and Windows 7 operating systems
 - Microsoft Office applications
 - Basic email management and administration
 - Printer maintenance
- Experience with these items is helpful, but not required:
 - Microsoft Windows Server 2008 R2, 2012 R2
 - Experience with relevant call tracking applications (Spiceworks preferred)
 - Linux operating systems (Ubuntu / Debian preferred)
 - Basic Active Directory user administration.
- An active interest in keeping up with current trends in technology.

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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