



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

Edutracker Support Analyst

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 cross functional member of the Product Support and GPS-Hardware team you will be responsible for assisting customers with troubleshooting and resolving any technical problems associated with the Edutracker application and associated GPS tracking systems. You will be an escalation point for support for these specific products and systems. This is an entry level position where you would be learning how to ensure timely resolution of customer software issues through data analysis and troubleshooting, best practice communication, team coordinated testing, and other available tools for resolving issues. You will work with members of your team in finding the best solution and escalating technical problems to implementation and/or engineering if need be. You will be expected to continually grow and expand knowledge of these products and systems.

PRIMARY FUNCTIONS

- Troubleshoot, diagnose, and resolve hardware/software issues for EDULOG's customers
- Use Jira to create, track, and/or update details on the specifics of customer issue(s)
- Evaluate issues and escalate to senior team member if additional expertise or assistance is needed
- Escalate issues to implementation and/or engineering if/when necessary
- Be articulate, professional, and respectful to all clients that call in or email with questions.

THE CUSTOMER IS ALWAYS RIGHT

- Learn about and assist in testing hardware systems when time permits
- Use SQL to resolve basic to moderate issues

SKILLS & QUALIFICATIONS



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- 1+ years' experience in a technical customer service or technical support role
- Proficient working within the Microsoft Office Suite (Outlook, PowerPoint, Excel, Word)
- Prior experience in computer terminology and practices
- Ability to work in a team and maintain a pleasant manner in stressful situations
- SQL database experience a plus

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