



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

Support Analyst

WHY WORK WITH EDULOG?

EDUCATION LOGISTICS offers exciting opportunities to enhance your career in a growing, 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 EDUCATION LOGISTICS success. If you are looking for a dynamic company in which to expand your knowledge and experience professional growth, consider EDUCATION LOGISTICS 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, GPS tracking systems, and EDUCATION LOGISTICS suite of applications. 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 EDUCATION LOGISTICS 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 appropriate department if/when necessary
- Improves client references by writing and maintaining documentation.
- Be articulate, professional, and respectful to all clients that call in or email with questions. THE CUSTOMER IS ALWAYS RIGHT
- May require occasional travel. May require on call responsibilities (evenings/weekends).
- Learn about and assist in testing hardware systems when time permits
- Use SQL to resolve basic to moderate issues
- Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices.

Education Logistics, Inc. is an equal opportunity employer.



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EDUCATION REQUIREMENTS & QUALIFICATIONS

- Training, computer software technical support, and/or customer service experience.
- High school diploma or GED required
- Interest in promoting EDUCATION LOGISTICS 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 EDUCATION LOGISTICS products to facilitate solutions to EDUCATION LOGISTICS partner requests
- Demonstrate individual initiative and collaborate teamwork
- Learn about and assist in testing hardware systems when time permits
- Proficient working within the Microsoft Office Suite (Outlook, PowerPoint, Excel, Word)
- SQL database experience a plus

Training will be provided.

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