Support Analyst/Client Services Associate

Position Overview

As a cross functional member of the Client Services team and the Product Support and GPS-Hardware team you will be responsible for assisting customers with troubleshooting and resolving any technical problems associated with their suite of Education Logistics (Edulog) software. 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 have the opportunity to continually grow and expand your knowledge of the Edulog products and systems, with the potential for upward movement within the Company.

Primary Functions

- Troubleshoot, diagnose, and resolve hardware/software issues for Edulog customers;
- Provide professional, courteous and prompt technical support;
- Effectively evaluate, track, and manage customer issues, and escalate to appropriate department when necessary;
- Assist in testing hardware systems;
- Perform additional duties and tasks as assigned;
- Training will be provided.

Qualifications

- Prior training, computer software technical support, and/or customer service experience desired.
- High school diploma or GED preferred.
- Proficient working within the Microsoft Office Suite.
- SQL database experience a plus.
- Solid interpersonal, written, and verbal communication skills required.
- Ability to take direction and work independently as well as within a team.
- Self-motivated, highly organized individual with strong attention to detail.
- Ability to thrive in a dynamic working environment while maintaining a positive attitude and providing exemplary customer service within established deadlines.
- Authorized to legally work for any employer in the United States.
- Willingness to submit to any requested background checks.