SUMMER INTERN/SUPPORT ANALYST

WHY WORK WITH EDULOG
EDUCATION LOGISTICS ("Edulog") offers exciting opportunities to enhance your career in a custom software company. As an employee at Edulog, you will join teams that improve student transportation systems through our leading-edge technology across the U.S. and internationally. You will have the opportunity to gain invaluable experience in the software industry, allowing you to grow professionally and move interdepartmentally as your skills develop. If you are looking for a dynamic company, in which to expand your knowledge and experience professional growth, consider Edulog for a collaborative and creative atmosphere where quality customer attention and your efforts are appreciated.

SUMMARY & OBJECTIVE
As a member of the Client Services team, you will be responsible for assisting team members with support of our routing and scheduling software. You will be entering customer support request in our ticketing software, learning how to do data copies, promote students to their next year schools and grades, and update student data via automated processing.

This is an entry-level position where you will be assisting experienced data analysts and learning how to ensure timely resolution of customer software issues through data analysis and troubleshooting, best practice communication, and other available tools for resolving issues. You will work with members of your team in finding the best solution and learn how to escalate technical problems to the appropriate teams if need be. You will be expected to continually grow and expand your knowledge of Edulog's routing and scheduling software. Depending on your progress, there will also be opportunities to learn about our other suite of products. Training will be provided.

DUTIES & RESPONSIBILITIES
- 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.
- Help escalate issues to appropriate team if/when necessary.
- Improve client references by writing and maintaining documentation.
- Be articulate, professional, and respectful to all clients that call in or email with questions.
- Use SQL to resolve basic to moderate issues.

SKILLS & QUALIFICATIONS
- Training, computer software, technical support, and/or customer service experience a plus.
- Interest in promoting Edulog's business through courteous and professional client relationships.
- Confidence to ask pertinent questions to senior data analysts and eventually clients in order to understand technical situations, identify technical support issues, and troubleshoot problems.
- Strong verbal and written communication skills.
- Adaptable to pressure while maintaining a positive attitude and providing exemplary customer
- service within established deadlines.

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- Demonstrate individual initiative and collaborative teamwork abilities to work independently and to carry out assignments to completion within parameters of instructions given.
- Proficient working within the Microsoft Office Suite (Outlook, PowerPoint, Excel, Word)
- SQL database experience helpful, but not required.

TO APPLY: Please visit our website at https://www.edulog.com/careers/ to fill out an application and submit a cover letter and resume.

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