



## **SUMMER INTERNSHIP PROGRAM**

### **WHY WORK WITH EDULOG**

EDUCATION LOGISTICS (“Edulog”) offers exciting opportunities to enhance your career as part of an industry-leading software company. As an employee at Edulog, you will join teams that improve student transportation systems through our innovative 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 your efforts are appreciated.

Our Internship Program is designed to prepare you for what comes next in your career. As an intern, you will be paid to dig into challenging projects and do substantive work that can have meaningful impact on our business. And the best part? You will be supported by a collaborative team and mentors so you can ask questions and grow along the way. Our internship offers time in three different, but related fields. Project Management, Product Testing, and Technical Support. Throughout your internship, you will have the opportunity to immerse yourself in the diverse facets of the lifecycle of software development and client deployment. This experience promises not only exposure to the intricacies of the industry, but also valuable hands-on involvement in shaping real-work projects. Join us for a summer of purposeful career-oriented growth and learning.

Each of our interns will start in one of the three areas outlined below, and throughout the course of the program will experience all three focuses!

### **Project Management Focus**

#### **Duties & Responsibilities**

- Identify and manage risks, assumptions, dependencies, and escalations.
- Work closely with a project manager to identify business needs and determine scope.
- Support for project specific needs such as documentation, analysis, and information gathering.

#### **Desired Skills & Qualifications**

- Exceptional use of Internet applications.
- Understanding of Apps for phones.
- Experience with Windows and Microsoft Office.
- Knowledge of Project Management software, such as Wrike.
- Excellent written and oral communication skills.
- Good persuasion skills.
- Creative, hard-working, and autonomous.



## User Acceptance Testing Focus

### **Duties & Responsibilities**

- Manually test software systems.
- Review Product Requirement documents to understand the scope of the features.
- Write thoughtful and complete bug reports.
- Review and rewrite documentation.
- Provide quality assurance prior to software releases.

### **Desired Skills & Qualifications**

- Exceptional use of Internet applications.
- Experience with Windows and Microsoft Office.
- Experience with Jira and Confluence applications.
- Excellent written and oral communication skills.
- Proficient problem-solving skills.
- The ability to work under pressure.
- Competent technical skills.

## Technical Support Focus

### **Duties & Responsibilities**

- Identify, investigate, and resolve user problems with computer software or hardware.
- Field support calls, emails, or other communication from users regarding software concerns.
- Enter support tickets and inquire about additional assistance.
- Review and troubleshoot client data issues while ensuring data accuracy.
- Perform data entry as directed.

### **Desired Skills & Qualifications**

- Ability to handle multiple tasks simultaneously.
- Ability to act as a customer advocate for product function, quality, and usability.
- Excellent written and oral communication skills.
- Proficient problem-solving skills.
- Ability to work under pressure.
- Competent technical skills.