



ATHENA SERVICE PROVIDER TECHNICIAN (ASP TECH)

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 your efforts are appreciated.

SUMMARY

Edulog’s Athena product is a cloud-based routing solution for school districts, offering an integrated suite of route management, planning, reporting, telematics, and a parent app. The Athena Service Provider (ASP) department bridges the functions of data services, training, and support to enhance service delivery and client satisfaction. This group assists our clients with data management, processing data, and special projects. They work collaboratively to meet customer requirements and escalate issues when necessary. The ASP team provides tailored training experiences based on gap analysis and collaborate with the Training Department to evaluate training effectiveness. They provide ongoing technical support and stay updated with software trends to ensure relevant training content. They also assist users with technical issues, offering troubleshooting, guidance, and documentation. By integrating these areas, the ASP department ensures a cohesive and efficient service experience, prioritizing customer needs and continuous improvement.

ASP Tech staff play a key role in managing and supporting data-related tasks within the organization. This role requires strong attention to detail, excellent communication skills, and the ability to work collaboratively with team members and clients. Your contributions will help ensure the accuracy and efficiency of data management processes, as well as the successful resolution of support tickets and enhancement requests.

DUTIES & RESPONSIBILITIES

- Working knowledge of At Risk Policies and escalate risks to manager.
- Accurately enter data into the Edulog system to maintain data integrity.
- Submit enhancement and bug tickets to improve software functionality.
- Enter and complete support tickets to ensure timely resolution of client issues.
- Manage an average of 20 support tickets per month to maintain efficient workflow.



- Participate in comprehensive testing of two different UAT tasks per upgrade cycle to ensure software quality.
- Interface with clients through phone calls as first priority, MSTeams, emails, etc., ensuring that all interactions include an ASP, PM, and/or Manager to provide comprehensive support.

SKILLS & QUALIFICATIONS

- Ability to quickly learn and gain in-depth technical understanding of 3 or more advanced Edulog product functions.
- Experience in participating in comprehensive testing tasks to ensure software quality.
- Strong communication skills ensuring all interactions are professional and include necessary team members
- Ability to work effectively with team members and clients to resolve issues and improve processes.
- Capability to handle multiple tasks simultaneously
- Efficiently manage time to meet deadlines and maintain workflow.
- Ability to diagnose and resolve issues efficiently through support tickets and enhancement requests.
- Ensure accuracy in data entry and ticket management to maintain high standards of service.

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