IT TECHNICIAN

WHY WORK WITH EDULOG

Education Logistics, LLC (Edulog) is a pioneer and leader in student transportation management technology. For over four decades, Edulog has provided innovative software solutions that help K-12 school districts improve efficiency, enhance safety, optimize resources, and deliver better transportation experiences for students and families. Our products and services include routing and planning software, GPS tracking software, parent communication apps, and data analytics solutions. Edulog partners with hundreds of school districts across North America, helping them modernize operations and achieve measurable results. Edulog is backed by a leading private equity firm, Serent Capital.

We are seeking a reliable and detail-oriented IT Technician to support and maintain our organization's IT systems, users, and infrastructure. The ideal candidate has hands-on experience with Microsoft 365, a working knowledge of Salesforce and other SaaS systems, and a strong foundation in desktop, network, endpoint, and user support. Networking and Linux experience is a plus. You should thrive in a highly autonomous, entrepreneurial environment.

If you're looking to join a growing organization making a real impact in education, we'd love to hear from you!

Key Responsibilities

- Provide day-to-day technical support for end users (hardware, software, and related issues)

- Administer and support Microsoft 365 services (Exchange, Teams, SharePoint, OneDrive, Azure AD)

- Manage user accounts, permissions, and licenses across systems

- Support Salesforce and other SaaS users, including basic configuration, troubleshooting, and user onboarding

- Install, configure, and maintain desktops, laptops, mobile devices, printers, and peripherals

- Assist with network troubleshooting (LAN/WAN, Wi-Fi, VPN, switches, firewalls)

- Monitor systems and respond to service requests and incidents

- Document procedures, configurations, and troubleshooting steps

- Collaborate with vendors and escalate issues when necessary

- Participate in IT projects such as system upgrades, migrations, and security initiatives

- Follow IT security best practices and help maintain compliance standards

Required Qualifications

- 3–5 years of experience in an IT support or technician role

- Strong experience with Microsoft 365 administration and support

- Familiarity with Salesforce and similar SaaS products (user support, permissions, basic reporting/configuration)

- Solid understanding of Windows and macOS environments

- Experience with Active Directory / Azure AD

- Strong troubleshooting and customer service skills

- Ability to manage multiple tasks and prioritize effectively

Preferred Qualifications

- Experience with ticketing systems and IT documentation tools

- Exposure to cybersecurity best practices

- Relevant certifications (CompTIA A+, Network+, Microsoft, Salesforce) are a plus

Soft Skills

- Clear and professional communication

- Strong problem-solving mindset

- Ability to work independently and as part of a team

- Patient, friendly, user-focused approach to technical support

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