

TECHNICAL SUPPORT SPECIALIST INTERNSHIP



Education Logistics, LLC · Operations

Location: **Missoula**
Type: **Full-Time**
Group: Operations
Reports To: Tyler Simonich

Founded in 1977, Education Logistics, Inc. (Edulog) provides logistics solutions to school districts and bus contractors across North America. Edulog offers exciting opportunities to enhance your career as part of an industry-leading software company. You will join teams that improve student transportation systems through innovative technology across the U.S. and internationally – gaining invaluable experience, growing professionally, and thriving in a collaborative, creative atmosphere where your efforts are appreciated.

POSITION SUMMARY

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. You will be supported by an experienced team and mentors you can ask questions of, to grow your knowledge along the way. This experience promises not only exposure to the intricacies of the industry, but also valuable hands-on involvement in shaping real-work projects.

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. As a member of the Athena Service Provider (ASP) team, your contributions will help ensure the accuracy and efficiency of data management processes, as well as the successful resolution of more complex support tickets and enhancement requests. This role requires a proactive approach to problem-solving, enhanced attention to detail, a commitment to continuous learning, and the ability to adapt to evolving technology and client needs. Training will be provided.

KEY RESPONSIBILITIES

- Accurately entering data into the Edulog system to maintain data integrity.
- Submitting enhancement and bug tickets to improve software functionality.
- Entering and completing support tickets to ensure timely resolution of client issues.
- Managing an increased volume of support tickets to maintain efficient workflow.

TITLE

- Participating in comprehensive testing of multiple UAT tasks per upgrade cycle to ensure software quality.
- Interfacing with clients through calls, Teams, emails, etc.

PREFERRED QUALIFICATIONS

- 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 in a fast-paced environment.
- Efficiently managing time to meet deadlines and maintain workflow.
- Ensure accuracy in data entry and ticket management to maintain high standards of service.

HOW TO APPLY

Interested candidates should submit an application at <https://www.edulog.com/careers/>. Applications will be reviewed on a rolling basis. Please direct questions to careers@edulog.com.

Education Logistics, LLC

Missoula, MT

www.edulog.com