



IT Technician

Founded in 1977, Education Logistics, LLC (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

We are seeking a dependable, self-driven, detail-oriented IT Technician to support our computer systems, users, and technology. The ideal candidate has hands-on Microsoft 365 experience, familiarity with Salesforce and other cloud-based business tools, experience with AI and cybersecurity, and a strong background in computer, network, and user support. This role is well suited for someone who thrives in a fast-paced, multi-disciplinary, independent environment, with a strong focus on customer service and the ability to take initiative.

If you want to join a growing company that's making a real difference in education and technology, we'd love to hear from you!

Key Responsibilities

- Assist onsite and remote employees with software and hardware issues and questions.
- Manage tools in the Microsoft 365 suite, such as Exchange, Entra, Intune, Defender, Teams, SharePoint, OneDrive, Office applications, and others.
- Set up user accounts, manage permissions, and handle software licenses.
- Support Salesforce, Atlassian, Claude AI, and other online tools, including onboarding/offboarding new users, troubleshooting issues, and conducting periodic maintenance.
- Build, deploy, and maintain computers, laptops, printers, and other equipment.
- Troubleshoot network issues (Wi-Fi, VPN, internet connections, etc.).
- Monitor systems and respond quickly to problems or requests.
- Create and deliver clear, professional documentation.
- Lead and deliver discrete IT projects, including system and cybersecurity updates, new hardware or software provisioning or integrations, or other company initiatives.



Qualifications

Required	Preferred
3–5 years working in IT support or as an IT Technician	Experience with IT ticketing systems and other issue-tracking tools
Strong experience with the Microsoft 365 suite, both user support and general administration	Experience with AI tools such as Claude or Copilot as an administrator and end user
Administrative experience with Salesforce, Atlassian, or similar SaaS products	Certifications like Microsoft, Salesforce, CompTIA A+, Network+, or similar are a bonus
Solid experience with PC build, administration, and troubleshooting	
Strong problem-solving skills with a customer-first focus	
Ability to multi-task and work independently	

Soft Skills

- Communicates in a clear, professional way, both verbal and written.
- Ability to solve problems across disciplines.
- Can work independently or as part of a team.
- Patient and friendly, with a user-first approach to technical support.

What We Offer

- Competitive salary and performance bonuses
- Comprehensive health, dental, and vision insurance
- Flexible work arrangements
- Professional development opportunities
- 401(k) with company match
- Collaborative and mission-driven culture

TO APPLY: Submit a resume and cover letter to careers@edulog.com. Please note the position you are applying for, and your name, within the subject line. Applications will be reviewed on a rolling