



## **DATA TECHNICIAN**

### **WHY WORK WITH EDULOG**

Founded in 1977, Education Logistics, Inc. (Edulog) provides logistics solutions to school districts and bus contractors across North America, supporting a vast number of employees, staff and other stakeholders to ensure safe, efficient transportation to their student population. Edulog offers exciting opportunities to enhance your career as part of an industry-leading software company. As an employee of 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.

### **SUMMARY & OBJECTIVE**

Edulog is seeking a Data Technician who is ready to take over an established position and join an expanding team. With a strong customer-first culture, we are looking for an individual with technical skill, empathy, and experience with various CRM and software solutions. As a Data Technician, you will be working side by side with our Athena Service Providers to assist our clients in their transition to using our Athena product as a System of Record routing software. Our Data Technicians should have or be able to develop sound communication, technical, and organizational skills to efficiently work through client data needs.

A successful candidate will be a self-starter and a contributor that excels at dealing with ambiguity. Our ideal candidate may not have extensive previous experience but will be a quick learner who is capable of multi-tasking, has strong critical thinking skills, and can provide a strong, well-organized contribution to the department. The candidate is not required to have previous implementation and technical support experience but are a plus. They will also bring a strong attention to detail and a reputation as someone who focuses on the customer, brings simplified solutions to complex problems, and completes tasks on time. This candidate will be willing to travel.

### **PRIMARY TASKS**

- Ability to handle multiple tasks simultaneously.
- Work side by side with the rest of Operations to ensure a smooth onboarding experience.
- Identify opportunities to proactively intervene on the client's behalf.
- Acting as a customer advocate for product function, quality, and usability.
- Be able to enter support tickets and inquire about additional assistance.
- Drive customer retention and reduce churn by increasing customer satisfaction through our data work.
- Champion opportunities to consistently improve the Edulog experience and continue to evolve the program.

- Review and troubleshoot client data issues while ensuring data accuracy.
- Travel on-site to provide training and support to clients.

## **WHAT WE ARE LOOKING FOR**

- Direct experience with technical software products.
- Good interpersonal skills and the ability to work under pressure.
- Have a natural curiosity in learning new skills and exploring how new tasks and processes with impact the business.
- Passion for customer success and excellence.
- Excellent organizational and time management skills.
- Has a desire to be helpful and find new ways to assist in the daily functioning of the department.
- Capable of multi-tasking.
- Strong critical thinking skills.
- Is interested in an entry level position with opportunities for further growth.
- Experience with school bus routing is a plus.
- Willingness to travel.

## **POSITION REQUIREMENTS**

- Track record of developing strong, collaborative customer relationships that result in long-term, referenceable clients.
- Ability to multitask and manage multiple moving parts while actively prioritizing activities and deliverables.
- A solid knowledge of how to execute high-tech customer programs leading to successful customer engagements.
- Ability to work independently in highly ambiguous environments, with both technical and business groups internally and externally.

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