

**Contract Posting #: SD 1762025IT**

Posting Date: June 3, 2025

Closing Date: Open until filled

## Contract Description – Application Support Specialist

### About us

SelfDesign® Learning Foundation (SDLF) is a registered charity and non-profit organization that operates several programs, including one of the largest distributed learning schools and personalized learning programs in British Columbia, SelfDesign® Learning Community. SelfDesign enables learners to complete K-12 by exploring their passions and taking the lead in their own learning and life. With personalized guidance from B.C. certified educators, learning unfolds at home and within local and online communities.

Our IT team is a small, collaborative group of fewer than 15 members, each strategically positioned to support different areas of the organization. As an **Application Support Specialist**, you'll take ownership of a group of core applications used across the organization. You'll handle complex support requests escalated by front-line analysts, work with vendors when needed, lead technical initiatives involving the platforms you manage, and be responsible for their ongoing maintenance, including routine updates, critical fixes, and version upgrades. Depending on your technical profile, this may involve system administration or development work to ensure the stability and reliability of these tools.

Our contractors and families access our tools using a mix of operating systems and web browsers. We rely on a lean set of internally managed platforms with minimal use of SaaS tools. Our infrastructure is fully Linux-based, and we make extensive use of open-source technologies, with a strong commitment to contributing back to the open-source community.

You'll be part of a purpose-driven organization of over 275 individuals located across Canada. We're looking for team members who bring diverse perspectives, a collaborative

mindset, and a shared commitment to our mission and our vision to be the leading model for natural and personalized lifelong learning in North America.

All team members are independent contractors. SelfDesign provides access and support for our core applications, but you are responsible for supplying your own secure computer setup, reliable internet connection, and a private workspace that meets privacy, security, and confidentiality standards. A Vulnerable Sector Criminal Record Check is required for all contractors.

## **Responsibilities**

- Provide advanced support for internal applications by troubleshooting complex issues escalated by front-line analysts, investigating root causes, and resolving errors related to configuration, functionality, or performance.
- Manage the lifecycle of core applications by maintaining configurations, applying routine updates, critical fixes, and version upgrades, and ensuring their reliability and stability in coordination with the broader IT team.
- Act as a technical lead for internal and organizational projects that involve enhancements, integrations, or other changes to supported applications.
- Produce and maintain technical documentation, including standard operating procedures, application guides, implementation notes, and system diagrams to support IT operations.
- Collaborate with external vendors to resolve application-related issues and gather technical information.
- Support knowledge sharing by training junior team members and assisting them in building the skills required to resolve application-related issues.
- Participate in department team meetings, technical discussions, and continuous improvement activities.
- Engage in continuous learning and technical training to deepen your expertise and expand your ability to support systems, tools, and workflows over time.

## **Skills and Knowledge That Will Support Your Success**

- Experience working with headless Linux server environments, including comfort using the command line and writing basic scripts (e.g., Bash, Python, Shell).
- Familiarity with CI/CD pipelines and deployment automation workflows.
- Experience using version control systems (e.g., GitLab, GitHub).
- Experience troubleshooting browser-related issues using developer tools.
- Understanding of RESTful APIs and web application architecture.
- Exposure to containerization and virtualization tools (e.g., Docker, LXC, KVM).
- Experience with SQL and NoSQL databases (e.g., PostgreSQL, MariaDB, Redis, MongoDB).
- Exposure to at least one programming or scripting language (e.g., Python, JavaScript, PHP, Bash).
- Understanding of messaging protocols and real-time communication technologies (e.g., SMTP, IMAP, ActiveSync, WebRTC).
- General knowledge of networking concepts (e.g., TCP/IP, DNS, VPN, firewalls).
- Ability to read application logs and trace issues across different system layers.
- Interest in solving complex technical problems and contributing to the stability and improvement of applications.

## **Types of Applications That You May Be Supporting**

As an Application Support Specialist, you'll work with a variety of internal and open-source tools that are essential to our organization's day-to-day operations. These may include:

- Communication platforms (Email servers, and instant messaging).
- Collaboration tools (Groupware, Calendaring, and knowledge management platforms).
- Learning Management Systems (LMS) and other educational platforms.
- Identity and access management tools (Directory services and authentication portals).

- System health and monitoring tools (Dashboards and logs for operational visibility).
- Custom-built internal applications developed in-house to support our unique workflows.

### **Contract Details**

Full-time Equivalent, up to a year, renewed annually.

### **Fee Range**

\$4800 - \$5800 per month

**Email a cover letter and your resume to [itopportunities@selfdesign.org](mailto:itopportunities@selfdesign.org).**

### **In your cover letter, tell us:**

- Why you're interested in this opportunity.
- Your availability, especially if you have other ongoing commitments.
- Examples of how you've successfully provided similar services in a comparable work environment.

If you don't meet every single requirement listed in the posting, we still encourage you to apply. Confidence gaps and impostor syndrome can get in the way of great opportunities, and we don't want that to prevent us from connecting with capable and motivated individuals.