

**Contract Posting #: SD 1772025IT**

Posting Date: June 3, 2025

Closing Date: Open until filled

## Contract Description – Technical Support Analyst

### About the Role and Our Organization

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 a **Technical Support Analyst**, you'll work closely with both our contractors and families to troubleshoot issues, support day-to-day operations, and collaborate with other IT team members to resolve more complex technical problems.

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.

## **Key Responsibilities**

- Serve as the first point of contact for technical support requests from our customers, providing clear and timely responses through our support platforms.
- Troubleshoot and resolve common technical issues related to logins, access, configuration, features, and other application-related problems.
- Accurately triage incoming issues by identifying their category and urgency, documenting key details, and escalating unresolved or complex cases to the appropriate specialists when necessary.
- Assist with departmental operations and organizational projects by supporting technical leads with data collection, task execution, and testing.
- Create and maintain documentation such as standard operating procedures, application guides, knowledge base articles, and diagrams for both internal and end-user use.
- Participate in IT team meetings, technical discussions, and continuous improvement activities.
- Engage in continuous learning and technical training to expand your ability to support our systems, tools, and workflows over time.

## **Required Skills and Experience**

- Experience supporting users on common operating systems (Windows, macOS, Linux).
- Ability to troubleshoot browser-related issues and use browser developer tools effectively.
- Familiarity with command-line interfaces and basic scripting (e.g., Bash, PowerShell).
- Experience using version control systems such as Git (GitLab, GitHub).
- Foundational knowledge of networking concepts (e.g., DNS, TCP/IP, VPN, Firewalls).

- Strong problem-solving mindset and interest in solving complex technical problems and uncovering root causes through investigation and analysis (the “detective work” behind support).

### **Nice-to-Have Skills and Experience**

- Exposure to containerization and virtualization tools (e.g., Docker, Podman)
- Exposure to at least one programming or scripting language (e.g., Python, JavaScript, PHP, Bash).
- General awareness of the software development lifecycle and how applications are built and maintained.
- Familiarity with SQL and NoSQL databases (e.g., PostgreSQL, MariaDB, Redis, MongoDB).
- Understanding of messaging protocols and real-time communication technologies (e.g., SMTP, IMAP, ActiveSync, WebRTC).

### **Contract Details**

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

### **Fee Range**

\$3800 - \$4800 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.