

**Contract Posting #: SD1332023IT**

Posting Date: February 7, 2023

Closing Date: Open until filled

<b>Contract Opportunity</b>	<h2 style="text-align: center;">Technical Support Representative</h2>		
<b>Team</b>	IT	<b>Team Lead</b>	Chief Information Officer
<b>Summary Of The Opportunity</b>	<p>We are looking for a smart and motivated Technical Support Representative to join us and help us take our platforms to the next level. You are the front line of support (Tier 1) via our public support request systems, and also work with our internal issue tracking tool sets. You are someone who loves to problem solve, learn new technologies and applications and have excellent written and verbal communication skills. You are able to 'shift gears' based on changing priorities and keeping us all up to date in the event of availability incidents.</p> <p>Our IT team is tightly knit with under 15 members strategically placed in tiers and a separate track for business functions. The Technical Support Representative regularly communicates to both our contractors and families often working alongside other IT tiers to diagnose and resolve problems. Our contractors and families run mixed operating systems and browsers, and use minimal SaaS platforms. We regularly work with vendors and developers outside of the organization when we identify issues. We strive to only utilize and contribute to Open Source technologies and applications. We are a 100% Linux server and service environment. Many of our Technical Support Representatives have moved on to different tiers after joining us.</p> <p>You'll be working in a purpose-driven organization together with 275+ individuals located across Canada. We're looking for diverse and collaborative doers who believe in our mission and our vision to be the leading model for natural and personalized lifelong learning in North America.</p>		
<b>To Respond To This Opportunity</b>	<p><b>Email a cover letter and your resume to <a href="mailto:opportunities@selfdesign.org">opportunities@selfdesign.org</a>.</b></p> <p>In your cover letter tell us:</p> <ul style="list-style-type: none"> <li>• Why you are interested in this opportunity.</li> <li>• About your availability, particularly if you have other commitments.</li> <li>• How you have successfully provided similar services in a comparable work environment.</li> </ul>		

If you feel you don't meet all of the requirements for this role, please apply anyways. We know the confidence gap often gets in the way of connecting with incredible people, and we don't want it to prevent us from meeting you.

We look forward to receiving your response. Responses will be reviewed as they are received.

Contract Details	
Oversight	You will work at the direction of the Team Lead.
Responsibilities	<ul style="list-style-type: none"> <li>• Help with Client Interaction: communicate with our customers to understand the technical issues they're reporting, and provide updates in a friendly &amp; timely manner.</li> <li>• Triage and Troubleshoot: diagnose errors and technical issues that have been escalated to the 1st tier/front line team. Provide solutions, where possible.</li> <li>• Determine Path of Escalation: based on the results of troubleshooting, determine the source of the error, severity level, and direction of escalation.</li> <li>• Create documentation: guides, and workflow diagrams for reference and support purposes.</li> <li>• Maintain Coverage: help our support team and enterprise clients by covering certain "time blocks," during which you will be monitoring inbound channels when technical escalations are most likely to occur.</li> <li>• Collaborate with team members and developers: work with team members to communicate known bugs, manage active incidents, brainstorm on new challenges, and handle technical issues.</li> <li>• Work with the 2nd and 3rd tier teams to report product bugs.</li> <li>• Provide customer support and develop new skills quickly in a constantly evolving IT environment.</li> <li>• Participate in IT Department standups, incident drills and meetings.</li> </ul>
Required Skills And Experience	<ul style="list-style-type: none"> <li>• Experience working with end user operating systems (Windows, MacOS, Linux).</li> <li>• Experience troubleshooting browser related problems and working with development consoles.</li> <li>• Experience with scripting and command line.</li> <li>• Experience with revision control systems (Gitlab, Github).</li> </ul>
Other Helpful But Not Required Skills And Experience	<ul style="list-style-type: none"> <li>• Exposure with Docker, Virtualization and containers.</li> <li>• Exposure to programming languages (PHP, Python, Node).</li> <li>• Exposure to SQL databases (PostgreSQL, MariaDB, Mongo, Redis).</li> <li>• Understanding of Messaging concepts (SMTP, IMAP, Activesync, WebRTC).</li> <li>• Understanding of Networking concepts.</li> <li>• General understanding of progressive web apps (PWAs), full-stack development, and APIs.</li> <li>• Enjoy the challenge and detective work behind technical troubleshooting.</li> </ul>

<b>Mandatory Requirements</b>	If selected for this opportunity, you will need to: <ul style="list-style-type: none"><li>• Undergo a Criminal Record Check at your own expense (approximately \$28).</li><li>• Take our online privacy and security training (approximately 2 hours).</li></ul>
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### About SelfDesign

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.

### Working with us

Our mission is to support learners, families and educators in creating what matters to them in their lives, through effective educational methods in alignment with the principles of SelfDesign.

*We* provide access and support for our main applications:

- SelfDesign Connect for mail, calendar, contacts, notes, instant messaging, phone
- Google Drive, Docs, and Sheets)
- Zoom for video meetings/conferencing.

*You* provide and use:

- Your own securely set-up computer
- Reliable and secure internet connectivity
- Your own workspace in an environment that ensures privacy, security and confidentiality.

Learn more at [www.selfdesign.org](http://www.selfdesign.org) and read our [Community Report 2021](#).