Contract Opportunity	**Technical Support Representative**		
Team	IT	Team Lead	Chief Information Officer
Summary of the Opportunity	SelfDesign Learning Foundation is adding a Technical Support Representative to our Information Technology team. We're looking for someone with a great attitude and a desire to help people & solve problems. You will work with the IT team to resolve issues relating to application and infrastructure or implementation that impact users internal to the organization and external users (learners and families). You'll also be testing, documenting, and reporting found bugs to our 2nd and 3rd tier support team. This role is ideal for someone looking to get more involved with IT, and who has an interest in development, open source applications and toolsets, and linux systems administration.		
Work Environment	We are a remote organization. We operate during Pacific Time zone business hours, Monday to Friday between 8:00 am and 6:00 pm. You set your own hours of work, between the business hours noted above. You also need to be available for occasional online meetings during these same hours. Meetings are scheduled in advance.		
Timelines	Contract start date: Immediately Contract end date: July 31, 2023 with opportunity to renew		
Budget	Based on experience		
To Respond to this Opportunity	**Read the contract details below.** **Email a cover letter and your resume to opportunities@selfdesign.org.** In your cover letter detail: • Why you are interested in this opportunity. • Your availability, particularly if you have other commitments. • Evidence of a successful track record providing services similar to our request in a comparable work environment. We look forward to receiving your response. Responses will be reviewed as they are received. We actively encourage applications from members of groups with historical and/or current barriers to equity.		

Contract Details

Oversight	The IT Technical Support Representative works within the Information and Technology Department and directly reports to the Chief Information Officer.
Services Required	- Help with Client Interaction: Communicate with our customers to understand the technical issues they're reporting, and provide updates in a friendly & timely manner. - Triage and Troubleshoot: Diagnose errors and technical issues that have been escalated to our 1st tier/frontline team. Provide solutions, where possible. - Determine Path of Escalation: Based on the results of troubleshooting, determine the source of the error, severity level, and direction of escalation. - Creation of documentation, guides, and workflow diagrams for reference and support purposes. - 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. - 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. - Work with the 2nd and 3rd tier team to report product bugs. - Provide customer support and develop new skills quickly in a constantly evolving IT environment.

Competencies	- Client focus - Continuous learning - Problem solving and change management - Planning and organizing - Teamwork - Fostering communication	- IT Support Troubleshooting - Telecommunications network support - Enterprise Computing Infrastructure Support

Experience and Credentials	4+ years of technical support in a similar role - Experience with working with end user operations systems (Windows, MacOS) - Experience working with Linux server command line - Understand revision control systems (Git) - Understanding of Issue Tracking systems (Gitlab, Github)) - Understanding of Messaging concepts (SMTP, IMAP, Activesync, WebRTC) - Understanding of Networking concepts - Ability to use DevTools for debugging live pages and determining cause of errors - General understanding of progressive web apps (PWAs), full-stack development, and APIs - Enjoy the challenge and detective work behind technical

	troubleshooting ● Comfortable interacting with clients.
Mandatory requirements	If you are offered and accept this contract opportunity, you will need to: ● Undergo a Criminal Record Check at your own expense (approximately $28). ● Take the SelfDesign online privacy and security fundamentals courses (approximately 1 hour per course).

About SelfDesign

The 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. Funded by the B.C. Ministry of Education, 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

Everyone who works with SelfDesign works remotely using online technology.

We provide access and support for our main applications.
- SelfDesign Connect for mail, calendar, contacts, notes, instant messaging, phone
- Google Drive, Docs, Sheets, Slides
- 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 and read our SelfDesign Community Report