

System Development & Support Lead (Self-Employed Contract, Part-time)

Position Type: Free-lance/Self-Employed Contract, Part-Time (10–20 hours/week)

Reports To: Executive Director

Location: Remote within Canada

Start Date: As soon as possible

Position Overview

The System Development & Support Lead is responsible for the operation, improvement, and governance of AITC-C's national digital platforms, including the educator/volunteer Portal, internal staff systems, and national reporting tools. This contract role blends hands-on user support with leadership in system development, vendor coordination, and committee facilitation.

The contractor ensures smooth day-to-day operations while driving continuous improvement, supporting national governance, and strengthening the digital infrastructure that serves over 30,000 educators, volunteers and staff across Canada.

Key Responsibilities

1. Help Desk & User Support

- Respond to educator, volunteer, and staff support tickets promptly and professionally.
- Troubleshoot login issues, account access, and platform navigation.
- Provide clear, simple-language guidance to users with varying technical comfort levels.
- Escalate complex issues to the vendor or Manager as needed.
- Identify recurring issues and convert them into development insights or training needs.

2. System Administration

- Manage account creation, role assignments, and deactivation of former staff, educators or volunteers.
- Support configuration changes, permissions updates, and workflow adjustments.
- Maintain national documentation, FAQs, and user guides.
- Monitor system performance and proactively flag issues or opportunities for improvement.

3. Data Quality & Reporting

- Conduct routine data audits to ensure accuracy, completeness, and consistency across Canada.
- Support staff in running reports, exporting data, and interpreting data.
- Assist with data cleanup projects, tagging, and taxonomy alignment.
- Prepare monthly or quarterly usage summaries for internal reporting and governance.

4. Training & Onboarding Support



- Support staff in navigating and completing training.
- Advise on training development based on assessed areas of need.
- Provide one-on-one or small-group support for new features or workflows.
- Support the maintenance of bilingual (EN/FR) training resources.

5. System Development Leadership

- Lead coordination of development tasks, enhancements, and feature refinements.
- Translate user needs, recurring issues, and workflow gaps into clear development requirements.
- Prepare structured tickets for the vendor, including replication steps, screenshots, and impact statements.
- Conduct and coordinate pre-release testing (UAT) to ensure new features meet national workflows, accessibility standards, and governance requirements.
- Maintain version control documentation, including release notes, change logs, and updated training materials.
- Monitor system usage patterns and recommend development priorities based on data and user experience.
- Ensure development work aligns with national governance, security expectations, and long-term system strategy.

6. Vendor Coordination

- Act as the primary day-to-day contact for the system vendor.
- Coordinate development timelines, clarifications, testing cycles, and release schedules.
- Ensure vendor deliverables meet national requirements, accessibility standards, and governance expectations.
- Track outstanding tickets, bugs, and feature requests, ensuring timely follow-up and resolution.

Qualifications

- Experience in system administration, help desk support, or technical operations.
- Experience working with data sets, running reports, and ensuring data accuracy across systems.
- Experience coordinating development tasks or working with external vendors.
- Strong problem-solving skills and comfortable troubleshooting technical issues.
- Excellent communication skills, including the ability to explain technical concepts simply.
- High attention to detail and commitment to data accuracy.
- Ability to lead meetings, synthesize feedback, and manage competing priorities.
- Familiarity with CRM-style systems, user management, or ticketing platforms.
- Bilingualism (English/French) is an asset.

Work Environment & Expectations

- This is a **self-employed contract position** with flexible hours (10–20 hours/week).



- Responsiveness required during core business hours.
- Remote work with reliable internet access.
- Contractor must provide their own equipment and workspace.
- Collaboration with national and provincial teams is required.
- Work must align with AITC-C's governance, security, and confidentiality standards.

How to Apply

Please send your resume and cover letter to careers@aitc-canada.ca.

Agriculture in the Classroom Canada is committed to diversity and inclusion in our workplace. We welcome applications from individuals of all backgrounds and experiences.

