



IT Support Specialist

Aspengrove is seeking a passionate and community-minded IT Support Specialist to join our IT/Operations team. The successful candidate will be someone who wants to join a growing and active community. This role serves as the primary technical point of contact for staff and students, ensuring dependable, user-friendly access to digital tools. Reporting to the IT Manager, the ideal candidate blends strong technical troubleshooting with exceptional interpersonal warmth and patience.

Aspengrove is an independent, co-educational, International Baccalaureate Continuum school. With approximately 400 students ranging from JK3 up to Grade 12 we strive to provide an exceptional educational experience and a comprehensive co-curricular program.

Aspengrove's campus is situated on 40 acres in Nanaimo (Lantzville) BC. Our campus allows our students to explore their interests in the arts, athletics, academic and outdoor endeavors. Aspengrove staff create meaningful relationships with colleagues and students that often last well beyond their Aspengrove journey. Aspengrove serves families from Ladysmith to Nanaimo to Qualicum and is the only ISABC school in the region.

Position Details

- Schedule: Part-Time, 0.5 FTE (20 hours per week)
- Compensation: \$26.00 / hour

Key Responsibilities

- Deliver friendly, responsive day-to-day tier-1 technical support for staff and students.
- Manage account provisioning and technical onboarding for staff and students.
- Maintain and administer Mosyle MDM and Apple Education environments.
- Provide live audio/video setup and troubleshooting for school events and assemblies.
- Create, update, and maintain comprehensive IT handbooks, user guides, and staff FAQs.

Technical Qualifications & Experience

- 2-year diploma in Information Technology or an equivalent combination of education and experience.
- 1+ years of hands-on IT support experience.
- Proficiency supporting macOS, iPadOS, Windows, and web-based applications.
- Assets: Certifications such as Apple Device Support, CompTIA A+/Network+, Cisco CCNA, or Google IT Support Professional.

Essential Competencies:

- Customer-Centric mindset and empathy: Ability to listen actively, show patience, and translate complex technical jargon into clear, reassuring steps for non-technical users.
- Problem-Solving & Adaptability: Strong analytical thinking to diagnose issues efficiently, alongside an eagerness to learn new systems and procedures on the fly.
- Clear Communication: Excellent verbal and written skills for documenting solutions, drafting guides, and coordinating across departments.
- Attention to Detail & Discretion: High standard of care regarding sensitive personal information, data privacy, and security practices in an educational setting.



- Collaboration & Time Management: Ability to prioritize daily help-desk requests independently while remaining a constructive team player in a school environment.

Requirements & Application Details

- Must successfully pass and maintain a clear Criminal Record Check for working with minors.

Application Details

Aspengrove School encourages applications from suitably qualified candidates with diverse backgrounds. We value each community member's identity, perspective, and well-being, and embrace our differences as a sign of strength. We believe in diversity, equity and inclusion and are committed to equal employment opportunities. Please submit your cover letter and resume by September 18, 2026 to: <https://aspengroveschool.easyapply.co>.

