 **NOW RECRUITING   
Volunteer HelpDesk Analysts  
Ottawa, ON**

**Posted:** May 15, 2024

**Location**: This position is hybrid as it includes the possibility of both in-office and remote work. NCF’s office is located at 1305 Richmond Road Suite 206, Ottawa, ON K2B 7Y4. This position is only available to those who live within the National Capital Region.

**About us**: National Capital FreeNet (NCF) is a local, not-for-profit Internet service provider committed to digital equity.

**We believe that everyone in Canada’s National Capital Region has a right to affordable, high-quality internet services that they can understand how to use, while feeling safe online.** As a social enterprise, we invest in bandwidth and community services, keeping prices as low as we can while staying sustainable.

We currently offer high-speed DSL and cable internet services with speeds from 6 Mbps up to 1024 Mbps, all with unlimited usage. We also offer free locally-hosted email, basic web hosting, digital skills workshops, and other community services. In addition to our staff support, we have an award-winning HelpDesk of staff and volunteers helping answer questions about a range of internet and computer-related issues.

In 2017 we launched our Community Access Fund, including a low-cost unlimited usage internet package available to Ottawa Community Housing tenants. We are currently building a free Community WiFi Network to serve Vanier, Overbrook and parts of Lowertown and Sandy Hill.

**Role Description:** Our volunteer HelpDesk Analysts provide walk-in and over the phone support to NCF members and prospective members. This includes answering questions about our services and helping new members sign-up for NCF services, helping troubleshoot technical issues members might have in accessing NCF’s services as well as with broader digital skills questions, including supporting people’s digital privacy and online security.

**Qualifications:** While we train all volunteers, this position requires some previous education and/or hands-on experience with computer hardware and software, information and communications technology, or networking.

Experience with other community organizations and speaking languages in addition to English are also significant assets.

**Commitment**: We anticipate training will take 21 hours and can be completed in 4-11 weeks. Once trained, we ask all volunteers to commit to volunteering for at least three hours per week for at least six months.

**What skills and experience can HelpDesk volunteers expect to gain:**

* Increased technical knowledge, skills and experience
* Working in a diverse team of staff and volunteers
* Customer service skills
* Knowledge from participating in monthly Lunch and Learn sessions
* Good vibes from helping support digital equity in our community

**How to apply:**

Please send an email to [volunteering@ncf.ca](mailto:volunteering@ncf.ca) telling us why you want to volunteer with NCF and either attach your CV or outline your past relevant education and experience.

We will then follow up to arrange an interview.

Thanks for your interest!