



National
Capital
FreeNet

Libertel
de la Capitale
Nationale

HIRING

**HelpDesk Analyst, Volunteer Recruitment and Training Lead
Ottawa, ON**

Application deadline: Friday, January 31, 2025

Term: One year contract, renewable
35 hours per week including days, evenings and weekends
\$23-25/hour depending on experience

Details:

National Capital FreeNet (NCF) is a local 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 that they can understand how to use, while feeling safe online.

As a not-for-profit social enterprise, we sell affordable high speed internet services while also offering free community services like locally hosted email, an award-winning HelpDesk of staff and volunteers, skills workshops. In 2017 we launched our Community Access Fund to offer lower cost internet to Ottawa Community Housing tenants.

We have recently completed the first phase of a pilot project to offer free Community WiFi across Vanier, Overbrook and parts of Lowertown and Sandy Hill.

Our Help Desk provides walk-in, telephone and online support to help troubleshoot our internet services, email and other services as well as other technical and computer issues, as needed.

After a three-month probation, this position would join the HelpDesk staff team which shares management responsibilities as part of their work. The Volunteer Recruitment and Training Lead designation means that this role also involves leading the recruitment, training and management of NCF volunteers.

Specific Tasks and Responsibilities:

- Assist people in resolving their internet and related technical issues
- Help prepare documentation and training materials
- Help identify and implement plans to improve the HelpDesk and other NCF services
- Establish and work towards personal and HelpDesk goals to promote service excellence and efficiency
- Lead the recruitment and training of new volunteers
- Coordinate monthly Lunch and Learn sessions for staff and volunteers
- Work with other staff and volunteers to promote NCF's mission of digital equity

Qualifications:

This is a technical position that requires either university or college-level education in computer science, computer engineering, and/or network, information and communications technology or an equivalent mix of education and experience.

Bilingualism in French and English is a significant asset. Experience as a volunteer or working with volunteers in community organizations is also an asset.

Working environment:

This position works in the NCF office with a team of staff and volunteers, but also on their own.

Applicants are advised that working in our offices with members of the public and other employees is an essential duty of this position.

How to apply: Please send CV and cover letter to careers@ncf.ca. PDF attachments are accepted. We encourage applications from under-represented communities. We thank everyone for applying however only those accepted for an interview will be contacted. No phone calls please.