



National
Capital
FreeNet

Libertel
de la Capitale
Nationale

HIRING

Summer HelpDesk Analyst

Term: 12-14 weeks

35 hours/week

\$23.40/hour

About NCF:

National Capital FreeNet (NCF) is a local, not-for-profit internet service provider committed to advancing digital equity across the national capital region.

We believe that everyone has a right to affordable and reliable internet services that they can understand how to use, while feeling safe online. As a social enterprise, NCF invests in network resilience and community services, keeping our prices as low as we can while staying sustainable.

We sell high speed internet services up to 1500Mbps with unlimited usage, offer free locally-hosted email and other community-based digital services supported by an award-winning HelpDesk of staff and volunteers. NCF offers a lower-cost internet plan for Ottawa Community Housing tenants and recently launched CommuniFi, a free-to-use community WiFi network to help connect those living on low incomes in Vanier-Overbrook.

Tasks and Responsibilities:

- Help NCF members identify, troubleshoot and resolve technical issues with their internet, connected devices and related technical issues
- Support members in-person, on the phone, and through NCF's email ticketing system
- Work with NCF's suppliers to ensure high-quality services
- Configure home networking devices
- Provide plain language support for non-technical members
- Help refine and draft documentation and training materials
- Initiate member outreach and help grow NCF's membership
- Work with other staff and volunteers to support NCF's digital equity mission

Qualifications:

This is a technical position that requires a combination of people skills and practical knowledge

in computer science, engineering, and/or network, information and communications technology or an equivalent mix of education and experience.

Bilingualism is an asset as is experience as a volunteer and/or work with volunteers.

Working environment:

This position will work in a team with staff and volunteers, but also on their own and benefits from those who are enthusiastic and can take initiative.

Application deadline: Monday, May 4th 2026 at midnight ET.

Eligibility: This position is funded by the Canada Summer Jobs program of Employment and Social Development Canada.

In order to be eligible for this funded position, participants must:

- Be between 15-30 years of age, at the start of the funded position.
- Be a Canadian Citizen, permanent resident, or someone to whom Refugee Status has been granted/conferred.
- Have a valid SIN.
- International students, and those who are here in Canada on a work, youth, or visitor visa/permit are not eligible for the program.
- Attest they are employed in only one CSJ-funded job at a time.

How to apply: Please send CV and cover letter to careers@ncf.ca. PDF attachments are accepted.

We encourage applications from under-represented communities, including women, People of Colour, Indigenous peoples, those from the 2SLGBTQIA+ community and people with disabilities.

We thank everyone for applying however only those accepted for an interview will be contacted. No phone calls please. If contacted, please let us know if you need any accommodations during the interview process.