



National
Capital
FreeNet

Libertel
de la Capitale
Nationale

HIRING

Operations and HelpDesk Manager Ottawa, ON

Application deadline: Friday, October 1st at midnight ET.

About NCF:

National Capital FreeNet (NCF) is a local, not-for-profit Internet service provider committed to digital equity. We have connected more than 100,000 members since 1992

We believe that everyone in Canada's National Capital Region should have access to high quality internet services that they can afford and 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, skills workshops, and dial-up. In addition to our staff support, we have an award-winning volunteer-driven Help Desk so our members can ask 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 32,000 Ottawa Community Housing tenants. We are working to expand this program to others that need it. We are also always working to improve our current services while developing new internet and community services.

About the position:

The Operations and HelpDesk Manager is responsible for a wide range of activities including managing and improving the quality, efficiency and resilience of existing NCF services as well as working directly with the staff and volunteers on the HelpDesk to ensure service excellence for our members.

This work will be in conjunction with the Executive Director, Management Team, other staff and volunteers.

We are looking for someone to help us:

- grow our new cable internet services and maintain and grow our DSL internet services;
- manage our award-winning HelpDesk of staff and volunteers to ensure service excellence as they work with NCF members on questions relating to connectivity and other digital literacy issues;
- manage our hardware sourcing and inventory and oversee billing
- refine our internal processes, tools and metrics to make NCF more efficient and responsive;

- work with our wholesale network suppliers, hardware suppliers and others
- manage and draft documentation and training materials;
- implement the Board's strategic plan, including helping grow NCF's membership and influence

Qualifications:

This position requires university or college-level education in computer science, computer engineering, network, information and communications technology or technology management, or an equivalent mix of education and experience.

Experience in community organizations is an asset. Bilingualism in English and French is an asset.

Working environment:

This position will work in a team with staff and volunteers and is a member of the Management Team. We're a small collaborative office.

Applicants are advised that working in our offices with members of the public and other employees is an essential duty of this position. For greater certainty, the essential duties of this position cannot be performed remotely.

Applicants are advised that working in our offices with members of the public and other employees is an essential duty of this position. For greater certainty, the essential duties of this position cannot be performed remotely. As a federally-regulated essential service, NCF is committed to ensuring the safety of our members, volunteers and staff. As such, all employees and volunteers must comply with NCF's COVID-19 vaccination policy, which at the present time, requires full vaccination against COVID-19 for all those that work in-office.

Terms: Permanent full-time position

35 hours per week

\$50,000 - \$58,000 per year

Three weeks paid vacation

Personal health and dental benefits

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.