



National
Capital
FreeNet

Libertel
de la Capitale
Nationale

HIRING
Bilingual Help Desk Analyst
Ottawa, ON

Application deadline: Friday, January 14th at midnight ET.

Terms: One year renewable contract, 35 hours a week.

Office hours are currently Monday-Friday 10am-7pm, Saturday and Sunday 10am-5pm

\$20/hour

Three weeks paid vacation

Health and benefits plan

Details:

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.

Our HelpDesk provides walk-in and telephone support to our members for DSL and cable internet services, email, webhosting and dial-up services and as well as other technical and computer issues, as needed.

Tasks and Responsibilities:

- Assist members in resolution of internet and related technical issues
- Teach members how to set up and use internet services
- Provide detailed assistance and training to non-technical members

- Help prepare documentation and training materials
- Member outreach
- Help grow NCF membership
- Work with other staff and volunteers to promote the NCF mandate

Qualifications:

This position is for those who are fluently bilingual in English and French.

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

Experience in community organizations and in customer service roles is an asset.

Working environment:

This position will work in a team with staff and volunteers. 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.

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.

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 those who identify as BIPOC, members of the LGBTQIA+ community, women and people with disabilities. We thank everyone for applying however only those accepted for an interview will be contacted. No phone calls please.