



National
Capital
FreeNet

HIRING

Summer HelpDesk Analyst
Ottawa, ON

Libertel
de la Capitale
Nationale

Application deadline: Friday, May 13 at 5pm ET

Term: 14-16 weeks, depending on start date
35 hours per week including days, evenings and weekends
\$19/hour

Details:

National Capital FreeNet (NCF) is a local, not-for-profit alternative to commercial internet service providers. Since 1992 we have served more than 100,000 members.

We believe that everyone in Canada's National Capital Region should have access to the internet, meaning they can afford a high-quality connection, understand how to use it, and feel safe online. As a social enterprise, we work to fill this gap, investing in bandwidth and community services, keeping prices as low as we can while staying sustainable.

We offer high speed DSL from 6mbps up to 50 Mbps, free locally-hosted email, basic web hosting, skills workshops, and dial-up.

In 2016 we launched our Community Access Fund. The first project of the Fund is a low-cost unlimited usage internet package for Ottawa Community Housing tenants.

Our Help Desk provides walk-in and telephone support to our members for DSL and cable internet, 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 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 in community organizations is also an asset.

Applicants are advised that working in our offices with members of the public and other employees is an essential duty of this position. Compliance with our COVID-19 vaccine policy, including proof of vaccination, is required for successful applicants.

This position is being funded by the Canada Summer Jobs program and successful candidates must meet the following eligibility criteria: youth between 15 and 30 years of age at the start of employment; being a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the Immigration and Refugee Protection Act, and have a valid Social Insurance Number and be legally entitled to work in Canada.

Working environment:

This position will work in a team with staff and volunteers, but also on their own.

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.