



National  
Capital  
**FreeNet**

**Libertel**  
de la Capitale  
Nationale

**Hiring  
HelpDesk Analyst  
Ottawa, ON**

**Term:** One year contract, possibility for renewal  
35 hours per week: Tuesday-Saturday days and evenings  
\$20-\$22/hour

**About us:**

National Capital FreeNet is a local, not-for-profit alternative to commercial internet service providers.

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 social enterprise, we invest in bandwidth and community services, keeping prices as low as we can while staying sustainable. We sell high speed internet up to 1024Mbps speed with unlimited usage, 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 2016 we launched our Community Access Fund, which currently offers lower-cost services for Ottawa Community Housing tenants.

**Tasks and Responsibilities:**

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.

- 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 mission

**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.

**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](mailto: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.