



National
Capital
FreeNet

Libertel
de la Capitale
Nationale

HIRING
Summer HelpDesk Analyst
Ottawa, ON

Application deadline: Tuesday, May 23rd at midnight ET.

Term: 12-14 weeks, depending on start date
35 hours per week including days, weekends and evenings
\$19/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:

- 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 position relates to education and experience in computer science, technology, and related disciplines.

Bilingualism and experience in not-for-profits and working with volunteers are significant assets.

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.