



National
Capital
FreeNet

Libertel
de la Capitale
Nationale

HIRING
Summer HelpDesk Analyst
Ottawa, ON

Application deadline: Tuesday, May 21 at midnight ET

Term: 10-12 weeks, depending on start date
35 hours per week including days, evenings and weekends
\$22/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 and we currently serve more than 4000 members.

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.

Our award-winning HelpDesk of staff and volunteers supports NCF members and prospective members with our internet services, locally hosted email, and other technical and computer issues.

In 2017 NCF launched our Community Access Fund offering a lower-cost plan for Ottawa Community Housing tenants. As part of our work to advance digital equity, we are currently building a free Community WiFi Network serving Vanier, Overbrook and parts of Sandy Hill and Lowertown.

Tasks and Responsibilities:

- Provide detailed assistance and support to NCF members in resolving internet and other technical issues: by email, phone and in-person
- Help prepare documentation and training materials
- Configure and test modems and routers
- Sign up new NCF members and help them set-up and use our internet services.
- 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.

This position is based in the NCF office and does not include remote work. Applicants are advised that working in our offices with members of the public and other employees is an essential duty of this position.

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, 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.