

CyberNB | CIPnet invites applications for the position of:

Support Specialist (Summer Student)

Job Type: Summer 2021 Position, 12 weeks, 35 hours/week

Location: Fredericton, NB

Salary: \$15/hour

Application deadline: Wednesday, April 21st, 2021

Canada's preeminent cybersecurity organization – a collaborative, steadfast and objective non-profit – is looking for that rare individual with a passion for excellence that is driven to create a brand legacy. We are looking for a Support Specialist to support our growing operations in Canada for the summer months.

The Support Specialist will assist the Director of Trust and Compliance as well as the Director of Project Management and the Executive Assistance.

We would like a Support Specialist to:

- Provide front-line product support and response to client inquiries.
- Help with product demos.
- Promote positive and professional client experiences.
- Assist clients with trouble shooting and resolving issues.
- Perform administration of online customer portal.
- Collaborate with other support members, teams, managers, or vendors as deemed necessary.
- Provide support for Cyber Essentials products and services.
- Maintain up-to-date knowledge and understanding of Cyber Essentials processes, products, services, and relevant legal, regulatory, and technology requirements.
- Help drive adoption and renewal of CyberSecure Canada.
- Maintain the confidentiality of both client and Cyber Essentials information, and ensure compliance with Policies, Procedures, and Acts.
- Multi-task in a fast-paced environment with multiple priorities, projects, and deadlines, and any other related duties as assigned.
- Assist Executive Assistant with various tasks.
- Support the PMO in mapping, editing, and creating new processes for the organization.
- Maintain and create the tools in Sharepoint for administrative and project related work.
- Maintain the naming convention in our document repository. Support the PMO in the project documents archiving process.
- Coordinate meetings, taking minutes, updating records from meetings' outputs.
- Maintain and create different dashboards used in the PMO and in some initiatives.
- Be of support for project logistics and communication amongst team members.

Requirements:

- Be a resident of New Brunswick or a First Nation community in New Brunswick;
- Be eligible to work in Canada;
- NOT be an immediate family member (spouse, children, parent, brother or sister) of the employer;
- Be a full-time student (high school – grade 12 only, university or college) in the current academic year (2020/2021)
- Be attending a post-secondary institution (university or college) full-time in the fall of 2021.
- Written and spoken competence in English. French is an asset.

To apply:

Send us a cover letter telling us how you meet the expectations of this role and what makes you stand out from the rest, as well as a resume/CV to info@cybernb.ca.