

Job Posting:167375 - Position: S25 Technical Support Intern 167375B

Co-op Work Term Posted:	2025 - Summer
App Deadline	03/06/2025 11:59 PM
Application Method:	Through Employer Website
Posting Goes Live:	02/25/2025 11:28 AM
Job Posting Status:	Approved

ORGANIZATION INFORMATION

Organization	Interac Corp.
Address Line 1	Suite 2400 - 200 Bay Street
City	Toronto
Postal Code / Zip Code	M5J 2J1
Province / State	ON
Country	Canada

JOB POSTING INFORMATION

Placement Term	2025 - Summer
 Job Title 	S25 Technical Support Intern 167375B
Position Type	Co-op Position
Job Location	Toronto, ON
Country	Canada
Duration	4 months
Work Mode	Hybrid
Salary Currency	CAD
Salary	Salary Not Available, 0 Major List
Job Description	

Technical Support Intern

At Interac, we design and deliver products and solutions that give Canadians control over their money so they can get more out of life. But that's not all. Whether we're leading real-time money movement, driving innovative commerce solutions like open payments for transit systems, or making advancements in new areas like verification and open banking, we are playing a key role in shaping the future of the digital economy in Canada.

Want to make a lasting impact amongst a community of creative thinkers, problem solvers, technical gurus and high-performance application developers? We want to hear from you.

This role will join the Interac Control Centre team under the Infrastructure & Operations (I&O) department. We are a centralized Level 1 (L1) team providing operational support 24 hours a day, 7 days a week, and 365 days a year. Our responsibilities include supervision, monitoring, and management of the network, servers, and applications. As an intern, you will provide L1 incident management and support by monitoring network systems for incidents and outages, creating, updating, and resolving incident tickets using tools like Splunk, Jira, and ServiceNow, and escalating complex issues to senior engineers or specialized teams. You will also verify service restoration and communicate status updates to stakeholders. Working with this team will help you understand incident, change, and problem management, and you will become familiar with various products and services that we support. Additionally, you will assist with technical documentation and reporting, enhancing your skillset. Collaborating closely with support teams will help develop your teamwork skills, and you will gain experience working with tools such as ServiceNow, Jira, Splunk, Azure, and Dynatrace.

You'll be responsible for:

- Monitoring network systems, identifying issues, and escalating complex problems to support teams
- Assisting with troubleshooting, providing updates, and supporting network maintenance activities
- Maintaining tickets logs to accurately capture incidents and resolutions
- Developing and updating technical playbooks, knowledge base articles, and documentation related to incident management processes

You bring:

- Currently completing an undergraduate degree from a creditable Canadian institution with a focus on computer science, software engineering, networking, systems engineering, or communications engineering
- Have basic networking knowledge (including an understanding of network fundamentals, protocols, IP addressing, and basic troubleshooting) and IT
- Familiarity with incident management processes and the ability to assist with technical documentation and reporting
- Great oral and written communication skills, and the ability to explain technical concepts to both technical and non-technical audiences
- Strong analytical, judgement and critical thinking skills - you're able to identify causes of system malfunctions and perform remedial actions efficiently
- A proactive attitude and eagerness to learn and adapt to new tools and processes are crucial for success in this role
- Familiarity with tools such as ServiceNow Splunk, Azure, and Dynatrace for monitoring network systems and services
- Experience working with basic Office Suite (Outlook, MS Teams, SharePoint etc.)
- Ability to work closely with cross functional support teams and develop relationships
- Proven time management and organization skills. You are able to prioritize and manage your time effectively to meet deadlines
- Commitment to exemplary customer service - you know that your work is making a difference in your customers' day to day work experience.
- The ability to prioritize and manage their tasks effectively.
- Familiar with Windows and MacOS desktop technologies, ensuring the ability to provide comprehensive support and solutions across different operating systems.
- Possess previous experience and knowledge working with technologies and tools such as:
- Microsoft Active Directory
- Troubleshooting and setting up iOS/Android devices,
- Office 365 (Exchange, SharePoint, Teams, OneDrive)
- ServiceNow, Jira, Splunk, Azure, and Dynatrace
- Although not required, you have some familiarity or previous experience with the following:
- Deeper understanding of networking, applications & security concepts and advanced troubleshooting.
- Basic knowledge of scripting languages (e.g., Python, PowerShell, Java) for automating tasks.

Workstyle: Hybrid (3 days on-site)

Location: Toronto

Term: May to August 2025

Duration: Monday - Friday

PLEASE READ PRIOR TO APPLYING:

- **You must be eligible to work for Interac Corp. in Canada in a Full Time Capacity**
- **To be eligible for Interac internship roles, you must be currently enrolled in a Canadian post-secondary academic institution for the full term.**

Interac requires employees to complete a background check that is completed by one of our service providers. We use this service to complete the following checks:

- *Canadian criminal record check;*
- *Public safety verification;*
- *Canadian ID cross-check;*
- *5-year employment verification;*
- *Education verification; and*
- *If applicable, Credit Inquiry and Social Media Check*

How we work

We know that exceptional people have great ideas and are passionate about their work. Our culture encourages excellence and actively rewards contributions with:

Connection: You're surrounded by talented people every day who are driven by their passion of a common goal.

Core Values: They define us. Living them helps us be the best at what we do.

Compensation & Benefits: Pay is driven by individual and corporate performance and we provide a multitude of benefits and perks.

Education: To ensure you are the best at what you do we invest in you

Please be aware of certain individuals fraudulently using Interac Corp.'s name and logo to offer fictitious employment opportunities. Interac Corp. will never ask, solicit, nor accept any monies in exchange for employment opportunities. Any such offers of employment are fraudulent and invalid, and you are strongly advised to exercise great caution and disregard such offers and invitations.

Please note that under no circumstances shall Interac Corp. be held liable or responsible for any claims, losses, damages, expenses, or other inconveniences resulting from or in any way connected to the actions of individuals performing such fraud. Further, such fraudulent communication shall not be treated as any kind of offer or representation by Interac Corp. or its subsidiaries and affiliates.

Citizenship Requirement N/A

APPLICATION INFORMATION

Application Procedure Through Employer Website

Cover Letter Required? Yes

Address Cover Letter to Hiring Manager

Special Application Instructions

Application Link: https://interac.wd3.myworkdayjobs.com/en-US/Interac/job/Toronto/Technical-Support-Intern_REQ-1609

More roles posted here: <https://interac.wd3.myworkdayjobs.com/en-US/Interac?q=intern>

Please click the "I intend to apply to this position" button on SCOPE and also submit your application via the employer's website.

Applications are accepted on a rolling basis and the posting may be expired at any time by the employer as submissions are received.

Students should submit their applications as soon as they are ready.