Job Posting:171310 - Position: F25 IT Service Desk Co-op Student 171310

Co-op Work Term Posted: 2025 - Fall
App Deadline   07/24/2025 09:00 AM
Application Method: Through Employer Website
Posting Goes Live: 07/10/2025 02:46 PM
Job Posting Status: Approved

ORGANIZATION INFORMATION

Organization   Hatch Ltd.
Address Line 1   Sheridan Science & Technology Park
Address Line 2   2800 Speakman Drive
City   Mississauga
Postal Code / Zip Code   L5K 2R7
Province / State   Ontario
Country   Canada

JOB POSTING INFORMATION

Placement Term   2025 - Fall
<b> Job Title <b>   F25 IT Service Desk Co-op Student 171310
Position Type   Co-op Position
Job Location   Mississauga, ON
Country   Canada
Duration   4 months
Salary Currency   CAD
Salary   Salary Not Available, 0 Major List
Job Description

Job Title: IT Service Desk Co-op Student
Job ID: 95649
Hatch is seeking an **IT Service Desk Co-op Student** for a 4-month internship starting **September 2025**. Reporting to **IT Service Desk Technician** you will support offices globally working from our **Mississauga** office location.
What Will an Internship at Hatch Offer You:
You will:
• Be given opportunities to contribute to complex projects around the world in meaningful ways.
•Work on problems and gain experience relevant to your field of study in an office environment.
•Collaborate with diverse teams locally and globally.
•Work in an exciting environment where you can apply your academic learning on a daily basis.
•Benefit from formal and informal mentorship from some of the leading minds and authorities in the industry.
•Participate in local Lunch and Learns, Hatch Charity Events, the triannual Student Showcase, and more to develop your skills.
•Join in charitable, social, and sports activities with other Hatch employees.
We're entrepreneurs with a technical soul. Our flat organizational structure creates an atmosphere of openness and participation.
We build practical solutions that are safe, innovative, and sustainable. Our ultimate goal is to achieve no harm for our people, our clients, and our communities.
As the successful candidate, you will:
• Assist in providing desktop services to end-users in local offices and to remote offices daily, including PCs, telephones, mobile

phones, network equipment and other IT services.

•Prioritize and manage service support requests in line with expected service levels targets.

•Monitor and update the service delivery system for assigned tickets and assigned locations and/or projects.

•Must be able to deploy image and software to computers locally and remotely.

•Preparing and providing support documentation, including procedural documentation when required, including providing user and group training as required.

•Manage the breakdown, relocation and set-up of workstations to accommodate user relocations, site relocation, site remodels and new location installations as assigned by support lead.

•Promote and adhere to departmental and organizational information security policies, standards and procedures.

•Perform other related duties incidental to the work described.

•Strive for excellence in customer service in line with the company values and expectations.

•Ability to work overtime or flexible time when required.

Job Requirements

You bring to the role:

• Enrolled in a college diploma or degree program with relevance in PC technical support, cyber security, network administration or similar field of study.

•Ability to support Dell, HP laptop/desktop computers, peripherals, Ricoh, HP, Canon multi-function printers and other computer hardware.

•Knowledge of engineering software such as Autodesk, ESRI and Bentley products, is a clear advantage, but not required.

•Familiarity with standard helpdesk software and knowledge of remote user support.

•Understanding of Microsoft productivity products, including MS Office, Office 365, Teams, SharePoint, OneDrive.

•Application Support for Adobe products, and other current and new applications that exist within the organization.

•Understanding of Windows Active Directory User and Computer Administration; Microsoft Exchange and Office 365 Admin.

•Exposure to IT Service Management (ITSM) and delivery systems, e.g. Zendesk, ServiceNow, Remedy.

•Strong analytical, problem solving and troubleshooting skills.

•Ability to function well in a team environment; work independently as needed.

•Strong customer focus skills.

•Strong oral and writing proficiency in English.

•All candidates must have legal authorization to work in Canada without employer sponsorship.

Competencies (knowledge, skill, attributes):

• Good understanding of engineering and business fundamentals as they apply to engineering problems and projects.

•Ability to learn quickly and to take on new challenges.

•Collaborative team player with excellent interpersonal skills.

•Excellent organizational skills and attention to detail.

•Strong written and verbal communication skills.

•Shows critical and creative thinking and problem solving and brings forward solutions for our clients' toughest challenges.

•Adapts and embraces change.

Citizenship Requirement   N/A

APPLICATION INFORMATION

Application Procedure   Through Employer Website

Cover Letter Required?   Optional

Special Application Instructions

Application Link:

https://jobs.hatch.com/job/Mississauga-IT-Service-Desk-Co-op-Student-

ON/1305542800/?utm_source=LINKEDIN&utm_medium=referrer

Note: Applicants must submit a transcript (official or unofficial) upon application.

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.