

Job Posting: 178351 - Position: S26 Service Desk Student 178351B

Co-op Work Term Posted:	2026 - Summer
App Deadline	02/19/2026 11:59 PM
Application Method:	Through Employer Website
Posting Goes Live:	02/13/2026 05:02 PM
Job Posting Status:	Approved

ORGANIZATION INFORMATION

Organization	Edmonton International Airport (YEG)
City	Edmonton
Province / State	AB
Country	Canada

JOB POSTING INFORMATION

Placement Term	2026 - Summer
 Job Title 	S26 Service Desk Student 178351B
Position Type	Co-op Position
Job Location	Nisku, AB
Country	Canada
Duration	4 months
Work Mode	To be confirmed
Salary Currency	CAD
Salary	0.0 per hour for 0 Major List
Salary Range \$	\$19.00 - \$22.00 per hour
Job Description	

Job Description

A gateway for transportation, connection, and innovation, Edmonton Airports (YEG) is a self-funded, not-for-profit corporation driving economic prosperity for the Edmonton Metropolitan Region and beyond. YEG is Canada's fifth-busiest airport by passenger traffic and the largest major Canadian airport by land area, generating an economic output of over \$3.2 billion and supporting over 26,000 jobs pre-pandemic. From sustainability initiatives like Airport City Sustainability Campus to being the first airport in the world to sign The Climate Pledge and the first in Canada to begin regularly scheduled drone delivery operations, YEG is a global leader in the aviation industry. YEG approaches equity, diversity, and inclusion by creating 'an airport for everyone.'

Edmonton Airports employs 250-300 employees, offering challenging, rewarding opportunities that allow employees to thrive in what they do. The work culture is known for being open, collaborative, and inclusive. Recognizing that great work gets accomplished when people enjoy what they're doing, successes and milestones are always celebrated. As strong believers in the power of setting professional goals and continuously encouraging employees to do so on a regular basis, YEG appreciates employee feedback on how they can support and enhance partnerships that exist on the corporate team. YEG values opportunities to create diversity within their team, including backgrounds, experiences, perspectives, and ways of working together. Seeking positive, enthusiastic people who are not afraid to take on challenges, YEG aims to create a community of unique individuals to allow for expanded ideas, perspectives, and better business decisions. A core value of YEG is "invested in our talent" and they consider professional development, specialty training, and career growth among their top priorities to expand employee skillset and continue evolving as new technology and ideas are innovated.

In addition to propelling a positive work culture internally, the airport land houses over 250 businesses looking to expand tourism,

entertainment, cargo logistics, manufacturing, sustainability, innovative technology development, and commercialization. The Airport City Sustainability Campus and the Alberta Aerospace and Technology Centre provide opportunities for businesses to push the boundaries in fields like AI, drones, reforestation, and energy sources such as solar and hydrogen. Edmonton Airports also own and operate Villeneuve Airport (ZVL), a general aviation facility northwest of Edmonton which serves as the primary flight-training facility for the Edmonton Metro Region. ZVL is also the annual host of the Edmonton International Airshow: an entertainment spectacle that celebrates both the rich history and modern evolution of aviation in Edmonton. With more than 50 non-stop destinations and 15 airline partners, YEG is continuing to offer more flights to more places, while ensuring a safe, sustainable, and welcoming environment for all.

Career Opportunity

Service Desk - Summer Student **1 Full Time, Term Position (May-August)**

Day in The Life

The Service Desk Summer student will be a customer service focused and technically trained individual who is eager to support the YEG Technology Service Desk team by providing support services for continuous IT Operations at the airport. The requirements for this position will include but are not limited to:

- Documenting business, operational and standard processes for the Knowledge Management.
- Ability to extend and develop deeper customer service skills, inclusive working with the customers on problem solving, issue identification, and problem resolution.
- Learning how to triage and prioritize issues leveraging ITIL and ITSM frameworks.
- Operational processes relating to procurement, including inventory control processes, receipt of goods, inventory management and similar tasks.
- Participating in hardware set up, including the physical setup of individual workspaces, hardware and software deployment, and request management.
- Effectively triage, prioritize and support remote customers who are located across the YEG airport campus.
- Delivery and pickups at the dock for all Service Desk Deliveries.
- Maintain inventory room for tidiness and accuracy.
- Image computers and manage complex software asset inventory.
- Interest in the NIST/CIS Computer Security Framework, including how to implement operational controls, produce evidence of process adherence and participate in security and compliance activities.

REPORTS TO: Manager, Technology Service Desk

BAND: Excluded

SALARY: \$19.00 - \$22.00 per hour

POSTING DATE: February 10, 2026 (Internal & External)

CLOSING DATE: February 19, 2026 (Internal & External)

Applicants from this competition may be utilized to fill future vacancies of a similar nature.

Job Requirements

You Have:

- Successful candidate must be a student currently enrolled in a post-secondary program or registered to attend one in the fall.
Transcript or proof of enrollment must be provided with submission of application.
- Preference will be given to students enrolled in a program related to Computer Science, Cybersecurity, or a related discipline.
- Demonstrated knowledge and interest in Systems Thinking, and how to deliver Operational Improvements
- Demonstrated knowledge and interest in Data Analysis, Analytics and Data Management.
- Ability to work effectively in a team environment or individually with minimal supervision.
- Ability to think innovatively and critically to assist in developing solutions.
- Experience using data visualization and integration tools would be considered an asset.
- Strong problem-solving and troubleshooting capabilities and ability to learn new skills as required.

- Solid team player with a "can do" attitude.
- Strong oral and written communication skills, as well as strong interpersonal skills and attention to detail.
- Must secure and maintain appropriate airport security clearance and acceptable criminal record checks.

Citizenship Requirement N/A

APPLICATION INFORMATION

Application Procedure Through Employer Website

Special Application Instructions

APPLICATION LINK: <https://jobs.dayforcehcm.com/en-US/hrconnect/candidateportal/jobs/2396>

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.