

Job Posting:175390 - Position: W26 Co-op/Intern, IT Operations 175390

Co-op Work Term Posted: 2026 - Winter
App Deadline 11/21/2025 09:00 AM
Application Method: Through Employer Website
Posting Goes Live: 11/14/2025 03:13 PM
Job Posting Status: Approved

ORGANIZATION INFORMATION

Organization Hootsuite
Address Line 1 111 East 5th Ave, 3rd Floor
City Vancouver
Postal Code / Zip Code V5T 4L1
Province / State BC
Country Canada

JOB POSTING INFORMATION

Placement Term 2026 - Winter
** Job Title ** W26 Co-op/Intern, IT Operations 175390
Position Type Co-op Position
Job Location Vancouver, BC
Country Canada
Duration 8 months
Work Mode In-Person
Salary Currency CAD
Salary 0.0 per hour for 0 Major List
Salary Range \$ \$46,100-\$55,400

Job Description

Job Title: Co-Op, IT Operations (Winter 2026 Term)

Location: Vancouver, BC (on-site)

Term: 8 months

Start Date: Jan 5, 2026

Openings: 1

Overview:

We're looking for a Co-op on the team to help us provide IT support to Hootsuite owls and solve both small as well as large technology problems. Under close supervision, you'll support the Helpdesk ticket queue, deploy laptops plus hardware peripherals, AV challenges and work closely with the Global IT team to execute IT projects. This position is based in Vancouver, Canada.

WHAT YOU'LL DO:

- Support the build and deployment of laptops for new users as well as end users as needed
- Support closing of our Macbook leases by configuring, wiping, recording laptop data as required
- Set up, install, modify, configure, maintain desk hardware in the office
- Receive offboarded hardware and update workflows as well as management system based on that
- Input and update assets in the hardware asset management system as governed by Helpdesk's processes and procedures
- Work closely with Hootsuite's global Helpdesk team to identify and resolve issues by following processes

- Document procedures and solutions in our ticketing system and follow up with clients to ensure full resolution of issues
- Set up, install, and troubleshoot Google Meet Hardware in the office
- Assist with setting up loaner laptops to AV gear for interviews or smaller company events
- Keep team documentation updated as processes and stakeholder need change
- Assist in departmental projects that require IT time and resources
- Creating tickets and moving tasks through agile workflow as work is completed

Job Requirements

WHAT YOU'LL NEED:

- Experience troubleshooting basic to advanced Mac problems
- Experience troubleshooting Windows OS problems and working knowledge of Dell laptops
- Experience working with meeting room hardware, AV gear to support meetings
- Experience working in agile environment a bonus
- Proven ability to translate technical issues into understandable language for end-users
- Willingness to learn new systems and vendors, as needed
- Accountability: holds self accountable to meet commitments
- Collaboration and Teamwork: works with others to deliver results, meaningfully contributing to the team and prioritizing group needs over individual needs
- Problem Solving: uses an organized and logical approach to find solutions to complex problems. Looks beyond the obvious to understand the root cause of problems
- Open Communication: clearly conveys thoughts, both written and verbally, listening attentively and asking questions for clarification and understanding

WHO YOU ARE:

- Solution seeker. You're focused on tackling new challenges, solving problems, and moving the business forward-and you don't wait to be asked.
- Lifelong learner. You have a growth mindset - you're here to learn, experiment, seek, apply, and provide feedback, share what works with your team, and move on from what doesn't.
- Resilient adapter. In the face of change and challenges, you bring a thoughtful, calm approach, and a focus on finding the new opportunity.
- Intentional collaborator. You build positive working relationships across the business, bringing people together to foster new opportunities and to facilitate the efficient flow of information.
- Critical challenger. You have the trust in your team to ask difficult questions in order to get to the best end result.
- Active communicator. You listen actively and communicate ideas and information clearly, inclusively, and proactively.
- Integrated thinker. You look beyond your role and responsibilities to understand how your team's work drives broader organizational goals.
- Accountable owner. You take pride in the work you're responsible for with a mindset of ultimate accountability and reliability for the outcomes.
- Bar-raiser. You step up to help your team grow and succeed, even when that means going beyond what might be expected.

Citizenship Requirement N/A

APPLICATION INFORMATION

Application Procedure Through Employer Website

Special Application Instructions

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

Application Link: Job Posting

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.

