Job Posting: 176846 - Position: S26 IT Service Desk Co-op Student 176846

Co-op Work Term Posted:	2026 - Summer
App Deadline	01/16/2026 09:00 AM
Application Method:	Through Employer Website
Posting Goes Live:	01/09/2026 11:42 AM
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	2026 - Summer
<b> Job Title <b>	S26 IT Service Desk Co-op Student 176846
Position Type	Co-op Position
Job Location	Vancouver, BC
Country	Canada
Duration	4 months
Salary Currency	CAD
Salary	Salary Not Available, 0 Major List
Salary Range $	$22.00 - $25.00 per hour
Job Description	

Service Desk Student - Vancouver

Job ID: 97515

Location: Vancouver, BC, Canada

Join a company that is passionately committed to the pursuit of a better world through positive change. With more than 65 years of business and technical expertise in mining, energy, and infrastructure, our 10,000 colleagues in 150 countries tirelessly work toward bettering the industries in which we operate. With practical solutions that are safe, innovative and sustainable, we think globally while acting locally. Are you looking for an opportunity to join a diverse group of professionals who are committed to remaining exceptional? We look forward to hearing from you.

As part of our Shared Services group, comprised of Finance, Marketing, Communications, Human Resources, Commercial, Legal and Facilities, we support the business achieve their goals through a range of strong technical capabilities. We ensure delivery of services through the skills of our people, methodologies, and systems.

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.

Compensation:

Range: $22.00 - $25.00 per hour

At Hatch, we are committed to fair and equitable compensation practices. In accordance with legislated pay transparency requirements, the expected salary range for this position is based on current market data and aligned with internal pay structures to ensure consistency and fairness.

Your individual compensation within this range will depend on factors such as skills, experience, qualifications and location. In addition to base pay, our total rewards package may include performance-based incentives, comprehensive benefits, and other programs designed to support your well-being and growth.

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

Why join us?

• Work with great people to make a difference

•Collaborate on exciting projects to develop innovative solutions

•Top employer

What we offer you?

• Flexible work environment

•Long term career development

•Think globally, work locally

Don't meet every single requirement? You don't need to. At Hatch, we are building a diverse, inclusive workplace that fosters innovation. If you're interested in this role, we encourage you to apply even if your past experiences don't perfectly align with the skills we've listed.

We're committed to fostering a workforce that reflects the diversity of the communities in which we operate and serve. Hatch is an Equal Opportunity Employer that considers applicants without regard to age, race, color, national origin, citizenship, religion, creed, gender, sexual orientation, marital status, disability, veteran, or any other protected status. If you have any accommodation requirements, please let us know. We'll do our best to meet your needs in accordance with applicable local legislation.

Job Requirements

You bring to the role:

• Enrolled in a college diploma or degree program with relevance in PC technical support, computer science, 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/Vancouver-Service-Desk-Student-Vancouver-BC/1354858600/
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.