

Job Posting:173394 - Position: W26 Technology Service Desk - Co-op Student 173394

Co-op Work Term Posted: 2026 - Winter
App Deadline 09/26/2025 09:00 AM
Application Method: Through Employer Website
Posting Goes Live: 09/16/2025 03:11 PM
Job Posting Status: Approved

ORGANIZATION INFORMATION

Organization J.D. Irving Ltd.
City Halifax
Province / State NS
Country Canada

JOB POSTING INFORMATION

Placement Term 2026 - Winter
** Job Title ** W26 Technology Service Desk - Co-op Student 173394
Position Type Co-op Position
Job Location Saint John, NB
Country Canada
Duration 4 months
Salary Currency CAD
Salary Salary Not Available, 0 Major List
Job Description

Job Title: Technology Service Desk - Co-op Student

Job ID: R127243

As an Information Technology Service Desk Student, you will be an integral part of our Information Technology (IT) Service and Operations Team. In this role you will have an opportunity to be the single point of contact for all issues and requests, interacting with employees in various ways, including phone calls, chats, and emails. As a voice of IT, this role provides a positive attitude and willingness to help employees get back to work as quickly as possible by providing excellent first call resolution, while actively escalating employees' needs when necessary.

The team sits within our Home Office under the IT Service, Operations and Infrastructure teams.

Responsibilities:

- Provide troubleshooting and resolution for software and hardware issues that vary from basic to moderate complexity and escalating the issue when necessary
- Provide training and technical assistance on MS Windows operating systems, MS Office suite (including MS Outlook), Web Browsers, and mobile phones (including Apple and Samsung devices)
- Troubleshoot the cause of problems, not just the symptoms, and taking action to prevent problems from recurring
- Interact with customers via phone, chat and email.

What We Offer:

- Professional Development - Student focused learning & development sessions, mentorships and networking events
- Student Benefits - Housing allowance, co-op fee reimbursement and parking allowance for qualifying candidates.
- Work Environment - Work in our beautiful home office building with access to a fitness facility, onsite nurse, and a café
- Wellness Support - With 24/7 access to our Employee & Family Assistance Program

- Volunteer and donation matching program - Choose when and where to make an impact with a paid volunteer day, company volunteer opportunities, and a donation matching program?

Irving Oil is committed to supporting a diverse and inclusive work environment. We thrive on the good energy that's created when our people from different backgrounds, identities, cultures and experiences share their unique perspectives. Diversity is key to our success and inclusion is everyone's responsibility.

Job Requirements

Your Skills:

- Good organization skills with strong attention to detail
- Strong verbal and written communication skills, with a strong focus on customer service
- Experience or working knowledge of Windows operating systems, MS Office/365 applications; Networks, Mobile Technologies (Smartphones/Tablets) and printers.

Your Experience:

- Must have completed at least one year of post-secondary education and be returning to school (either University or College)
- Previous experience at a help desk is an asset.

Citizenship Requirement N/A

APPLICATION INFORMATION

Application Procedure Through Employer Website

Cover Letter Required? Optional

Special Application Instructions

Application Link:

https://irvingoil.wd3.myworkdayjobs.com/en-US/IOL_Careers_CoopStudent/job/Saint-John/Technology-Service-Desk---Co-op-Student_R127243?q=student

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.