Job Posting:170009 - Position: F25 IT Co-op 170009B

Co-op Work Term Posted: 2025 - Fall
App Deadline   06/06/2025 09:00 AM
Application Method: Through Employer Website
Posting Goes Live: 05/23/2025 03:34 PM
Job Posting Status: Approved

ORGANIZATION INFORMATION

Organization   Johnson Electric Group
Country   Canada

JOB POSTING INFORMATION

Placement Term   2025 - Fall
<b> Job Title <b>   F25 IT Co-op 170009B
Position Type   Co-op Position
Job Location   Ancaster, ON
Country   Canada
Duration   4 months
Salary Currency   CAD
Salary   Salary Not Available, 0 Major List
Job Description

Job Title: IT Co-op

Job ID: R00026617
PURPOSE AND SCOPE:

The purpose of establishing the IT Service Desk position based out of Ancaster is to cultivate an IT environment that is synonymous with excellence, reliability, and user-centric support. This role is quintessential in ensuring that all corporate members experience seamless, uninterrupted IT services by providing first-level contact and conveyance of IT incidents and requests, particularly in the areas of PC setup and troubleshooting. Reporting directly to the Service Desk Manager, this position underscores our commitment to delivering immediate, proficient, and solution-oriented services to all IT users within our corporate structure, thus enhancing overall operational efficiency and user satisfaction. We are looking to add a new student member to our Corporate IT team, The person will report directly to the Service Desk Manager. This role is based in Ancaster and travel throughout Southern Ontario may be required.

The IT Service Desk position encompasses a myriad of responsibilities and functions, extending from primary IT support to intricate system troubleshooting, ensuring a holistic, integrated, and proficient IT support framework.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Essential Duties and Responsibilities:
2. Incident Management:
• Provide first-level contact and problem resolution for all users with hardware, software, and applications problems.
•Resolve as many user-reported problems as expertise permits using available tools and following procedures and policies for the handling of support cases.

•PC Setup and Management:

3. Responsible for the setup, installation, and configuration of PCs for new and existing corporate members.
4. Ensure that each PC is equipped with the necessary hardware and software applications to meet specific role requirements.
5. User Support and Communication:
6. Deliver exemplary support and guidance to users, ensuring optimal use and functionality of IT resources
7. Maintain a high degree of customer service for all support queries and adhere to all service management principles.
8. Ticket Management:
• Ensure that all user queries, issues, and requests are documented using the ticket management platform.
•Track, route, and redirect problems to correct resources.
•Software Installation and Update:
•Assist in the installation, upgrading, and management of software across various user PCs.
•Ensure software updates are carried out, maintaining system integrity and security.

9. Hardware and Software Inventory:
• Maintain an updated inventory of all hardware and software assets.
•Ensure the timely replacement or upgrade of IT assets as and when required.

10. Security Compliance:
• Ensure that user PCs are compliant with organizational security policies and protocols.
•Assist in the implementation of security protocols and practices on end-user computers.

11. User Training and Onboarding:
• Provide necessary training and guidance to users concerning system use.
•Support in IT onboarding processes, ensuring new users are equipped with the necessary IT resources.
12. Reporting and Documentation:
• Generate reports related to service desk operation and performance.
•Maintain comprehensive documentation of issues, solutions, and processes.

13. Collaboration:
• Work cohesively with other IT departments and teams for issue resolution and project implementations.
•Act as a liaison between users and higher-level support to ensure timely resolution of issues.

Come join our global, inclusive & diverse team

Our purpose is to improve the quality of life of everyone we touch through our innovative motion systems. We are a truly global team bound together by our shared values. Our culture is built on the diversity, knowledge, skills, creativity, and talents that each employee brings to the company. Our people are our company's most valuable asset. We are committed to providing an inclusive, diverse and equitable workplace where employees of different backgrounds feel valued and respected, regardless of their age, gender, race, ethnicity or religious background. We are committed to inspiring our employees to grow, act with ownership and find fulfilment and meaning in the work they do.

Job Requirements

QUALIFICATIONS, EDUCATION AND / OR EXPERIENCE:
Qualifications:
• Working toward a degree in Computer Science, Engineering or equivalent (i.e., Computer / Mechatronics / Smart Manufacturing, etc.).
•Minimum 1 yr. experience working in the automotive manufacturing industry.
•Demonstrate excellent level of analytical ability, communication and interpersonal skills required to build relationships with team members and customers in solving problems and resolving issues.
•Able to communicate effectively both written and verbally.

•High level of integrity and accountability with a strong sense of urgency and results-oriented
•Thrive to work with minimal supervision; able to collaborate and develop working solutions with different business units on new
 projects.

Technical & Skill Requirements:
• Educational Background: Working towards a Computer Science degree or a related field.
•Experience: Entry-level, previous experience in a similar role would be an advantage.

Technical Skills:
• Operating Systems: Proficient in Windows, macOS, and Linux environments.
•Hardware Knowledge: Solid understanding of computer systems, mobile devices, and other tech products.
•Software Management: Ability to install, configure, and manage various software applications.
•Troubleshooting: Adept at diagnosing and resolving hardware, software, and networking issues.
•Ticketing Systems: Familiarity with IT service management and ticketing tools.
•Customer Service: Strong customer service orientation with effective communication and interpersonal skills.
•Security Awareness: Basic understanding of cybersecurity practices and data protection.
•Networking: Basic understanding of network technologies, including LAN, WAN, VPN, etc.
•Cloud Services: Basic knowledge of cloud services like Azure, AWS, or Google Cloud.
•Documentation: Ability to create and manage technical documentation and guides.

Additional Skills:
• Communication Skills: Exceptional verbal and written communication skills to effectively interact with users.
•Problem-solving Skills: Aptitude for analytical thinking and problem-solving.
•Organizational Skills: Ability to manage multiple tasks and prioritize effectively.
•Adaptability: Ability to adapt to new technologies and learn quickly.

Citizenship Requirement   N/A

APPLICATION INFORMATION

Application Procedure   Through Employer Website
Cover Letter Required?   Optional
Special Application Instructions

Application Link:

https://johnsonelectric.wd3.myworkdayjobs.com/en-US/career_je/job/Canada-Ancaster/IT-Co-op_R00026617
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.