

Job Posting:171256 - Position: F25 IT Service Desk Analyst (Co-op) 171256

Co-op Work Term Posted:	2025 - Fall
App Deadline	07/22/2025 09:00 AM
Application Method:	Through Employer Website
Posting Goes Live:	07/08/2025 03:29 PM
Job Posting Status:	Approved

ORGANIZATION INFORMATION

Organization	Esri Canada
Country	Canada

JOB POSTING INFORMATION

Placement Term	2025 - Fall
 Job Title 	F25 IT Service Desk Analyst (Co-op) 171256
Position Type	Co-op Position
Job Location	Toronto, ON
Country	Canada
Duration	8 months
Work Mode	Hybrid
Salary Currency	CAD
Salary	Salary Not Available, 0 Major List
Job Description	

Job Title: IT Service Desk Analyst (Co-op)

Esri Canada has an exceptional opportunity for 2 IT Service Desk Analysts (Co-op) to join our Information Systems & Technology team for an 8-month period, starting September 1st, 2025.

Reporting to the Manager, IT Service Desk, the person in this role will be a primary contact for the users of our internal systems regarding IT support. Working closely with the other members of the Service Desk and IT teams, they contribute to ongoing customer support. They will participate as active team members on infrastructure-related projects and initiatives.

This role will be based in Toronto, Canada and will be hybrid with 2-3 days in-office and 2-3 remotely.

About us:

Esri Canada provides geographic information system (GIS) solutions that empower people in business, government and education to make informed and timely decisions by leveraging the power of mapping and spatial analytics.

If you are passionate about making an impact in an organization that's committed to creating a sustainable future, consider joining our team!

A Day in the Life of an IT Service Desk Analyst (co-op) at Esri Canada:

- Provide 1st level IT support in a timely and professional manner by phone and in person as necessary for all infrastructure and applications support requests submitted to the IT Service Desk
- Collaborate closely with other IT team members, and follow the IT Service Desk guidelines for daily operations
- Escalate to other IT team members or Senior Service Desk Analyst as needed
- Monitor the IT Service Desk email account and phone line
- Corporate laptop builds / reimaging and deployment
- Corporate mobile device management
- Hardware asset tagging and SAP asset management
- Yearend hardware asset audit process
- Maintain corporate hardware and software inventory

- Develop a customer care philosophy with increase customer rapport to ensures customer satisfaction
- Work towards improving the first call/first contact resolution, manage customer expectations, and build strong interpersonal relationships within the wider IS team and with Service Providers
- Communicate with Customers and Service Providers via multiple media methods (Email, Chatter, Jabber, Teams, SMS) to enhance the IT Service Desk response and overall efficiency
- Work with the Manager/Team/Service Providers/Vendors to help resolve cases that are complex or escalated
- Document and maintain status for all support calls using Salesforce incident tracking system, and ensure proper follow-ups as needed, for both infrastructure and application support

How to apply:

Ready to join our amazing team? Submit your resume today!

Esri Canada fosters a dynamic and inclusive work culture, the opportunity to build your skills, and the flexibility to work remotely or at any of our offices across Canada. Occasional travel to corporate offices or customer sites may be required for certain positions.

We offer attractive salaries, an engaging work environment, and an outstanding benefits package with generous time-off.

Esri Canada values employment equity and will provide accommodations upon request at any stage of the hiring process. We appreciate all applications, but only those selected for an interview will be contacted. Our hiring process includes background checks as a condition of employment.

Job Requirements

What you bring to the team:

- University degree or diploma in Computer Science or equivalent work experience
- Hands-on knowledge of personal computer hardware, basic networking, printers, copiers, and other peripherals
- Hands-on knowledge of Microsoft operating systems and Microsoft Office, Internet browsers, Email
- Exposure to O365
- Exposure to Dell hardware
- Exposure to Symantec Ghost or similar systems imaging deployment tools

Additional requirements for this position:

- Customer-focused, ability to prioritize and manage multiple service requests in parallel
- Initiative and follow-through ability
- Excellent verbal and written communication skills
- Ability to work independently and as part of a team, strong interpersonal skills
- Time-management solid skills and knowledge to focus consistently on both support and project-related tasks
- Excellent problem-solving skills

Citizenship Requirement N/A

APPLICATION INFORMATION

Application Procedure Through Employer Website

Cover Letter Required? Optional

Special Application Instructions

Application Link:

<https://esri-canada.breezy.hr/p/b17f57f1fa32-it-service-desk-analyst-co-op?state=published>

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.