

Job Posting:171983 - Position: W26 Intern - EOD, End-User Technology 171983

Co-op Work Term Posted: 2026 - Winter
App Deadline 10/03/2025 11:59 PM
Application Method: Through Employer Website
Posting Goes Live: 08/18/2025 12:46 PM
Job Posting Status: Approved

ORGANIZATION INFORMATION

Organization Ontario Teachers' Pension Plan (OTPP)
Address Line 1 5650 Yonge Street
City Toronto
Postal Code / Zip Code M2M 4H5
Province / State ON
Country Canada

JOB POSTING INFORMATION

Placement Term 2026 - Winter
** Job Title ** W26 Intern - EOD, End-User Technology 171983
Position Type Co-op Position
Job Location Toronto, ON
Country Canada
Duration 4 months
Salary Currency CAD
Salary Salary Not Available, 0 Major List

Job Description

Job Title: Intern - EOD, End-User Technology (January 2026 - 4 months)

Job ID: 6591

Application Deadline: **Until 11:59 PM of October 3, 2025**

The purpose of this position is to outfit the team with an intern to support the engineering responsibilities within the end-user technology (EUT) portfolio at Ontario Teachers'. This role is responsible for aiding the full-time in engineering staff in executing the strategy, design, support and continuous improvement of End-User technologies.

This will provide the team with additional bandwidth for lower-level day-to-day engineering tasks and provide a more seamless interface between L1 support (the support desk), EUT Operations, and the senior engineering team members

Who you'll work with

You'll be responsible for working with the engineers on designs and working independently to solve complex issues, both on the engineering and support side with our Operations team. Testing hypotheses and making mistakes is part of the job, and decisions made by the individual can generally be reversed in the event of an error.

While we work as a team, you will be encouraged to work independently and use your own judgement when designing and problem solving, however guidance will certainly be available from the senior engineers and management.

What you'll do

Responsibilities include but are not limited to:

- Assisting the end-user technology leads and management with the design and build of solutions that support the EUT technology portfolio. This also includes ongoing maintenance and support of these systems
- Assist engineers in transferring knowledge of recently built and deployed EUT solutions to EUT Operations and L1 support staff in

IT Support, working closely with EUT management, the EUT infrastructure implementation manager, and the end-user training manager to ensure we successfully transition to business-as-usual (BAU) operations?

- Provide assistance to managed services staff in diagnosing and troubleshooting escalated incidents within the end-user technology scope of applications?
- Responsible for additional standard operational activities, including level 3 incident management for end-user technologies, assisting the Engineering Leads in the change management process, and working collectively with senior management and the rest of the End-User Technology team in performing root-cause analysis for problem management?

Please note that although the deadline for this posting is October 3rd, 2025, we will be reviewing applications on a rolling basis. We recommend candidates apply as soon as possible.

#LI-SS, #LI-Hybrid

What we're offering

- Numerous opportunities for professional growth and development, including lunch and learns
- Student led team building events on a monthly basis
- Employee discount programs including Edvantage and Perkopolis

At Ontario Teachers', diversity is one of our core strengths. We take pride in ensuring that the people we hire and the culture we create, reflect and embrace diversity of thought, background and experience. Through our Diversity, Equity and Inclusion strategy and our Employee Resource Groups (ERGs), we celebrate diversity and foster inclusion through events for colleagues to connect for professional development, networking & mentoring. We are building an inclusive and equitable workplace where our talent is respected, accepted and empowered to be themselves. To learn more about our commitment to Diversity, Equity and Inclusion, check out Life at Teachers'.

We thank you for applying, however, only those selected for a personal interview will be contacted. Note that candidates must be legally entitled to work in the country where this role is located.

Accommodations are available upon request (peopleandculture@otpp.com) for candidates with a disability taking part in the recruitment process and once hired.

Ontario Teachers' may use AI-based tools to assist in screening and assessing applicants for this position. These tools may help us identify candidates whose skills and experience align with Ontario Teachers' objectives by analyzing information provided in resumes and applications. Our use of AI does not replace human decision-making.

To learn more about how Teachers' uses AI with your personal information, please visit our Privacy Centre.

Job Requirements

What you'll need

- Working towards Business, IT, or Computer Science degree (or other degrees combined with relevant work experience)
- In-depth knowledge of end-user technology solutions, with an in-depth understanding of both on-prem and cloud technologies
- Experience participating in end-user technology implementations, specifically focusing on the planning, design, delivery, and closure aspects of a project
- Experience in Information Technology including end-user technology support?
- Experience in an end-user technology engineering or similar role, including designing and implementing end-user technology projects?
- Experience with the following technologies:?
- Office 365 - Teams, SharePoint, Exchange Online, Copilot, and the administration of these platforms
- SCCM?
- Intune
- Virtual desktop technologies
- Microsoft Entra and Active Directory administration
- Microsoft meeting room technologies and their associated administration
- You should be enrolled in a co-op program or returning back to your studies after the work term is completed

Citizenship Requirement N/A

APPLICATION INFORMATION

Application Procedure	Through Employer Website
Cover Letter Required?	Optional

Special Application Instructions

Application Link:

https://otppb.wd3.myworkdayjobs.com/en-US/OntarioTeachers_Careers/job/Toronto-Canada/Intern---EOD--End-User-Technology-January-2026---4-months-_6591?q=%27intern%27

How to apply

Are you ready to pursue new challenges and take your career to the next level? Apply today! The following documents are required to be uploaded with your application:

- Resume
- Copy of your transcripts

You will also be invited to complete a pre-recorded digital interview as part of your 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.