

## Job Posting: 176951 - Position: S26 Technical Support Engineer Co-op 176951

**Co-op Work Term Posted:** 2026 - Summer  
**App Deadline** 01/20/2026 09:00 AM  
**Application Method:** Through UBC Science Co-op  
**Posting Goes Live:** 01/12/2026 02:31 PM  
**Job Posting Status:** Approved

### ORGANIZATION INFORMATION

**Organization** Samsung  
**Country** Canada

### JOB POSTING INFORMATION

**Placement Term** 2026 - Summer  
**<b> Job Title <b>** S26 Technical Support Engineer Co-op 176951  
**Position Type** Co-op Position  
**Job Location** Vancouver, BC  
**Country** Canada  
**Duration** 8 months  
**Work Mode** Hybrid  
**Salary Currency** CAD  
**Salary** Salary Not Available, 0 Major List  
**Salary Range \$** \$20-\$27/hr

#### Job Description

### Technical Support Engineer Co-op

Inspire the World, Create the Future

**Do you believe in the power of technology to help shape a brighter future and a stronger global community? Are you inspired by the possibilities? Are innovation, camaraderie, and the pursuit of excellence part of your innate drive? Then you've got what it takes to succeed at Samsung.**

Samsung R&D Canada is looking for an enthusiastic co-op student to join the Samsung B2B Technical Support Team. The ideal candidate is passionate about learning new technologies and applying the acquired knowledge to solve customer and partner issues. Skills paramount for this role include effective communication, attention to detail, and a positive "can do" attitude.

#### What You'll Do:

- Support Samsung's B2B products through the web-based ticketing system.
- Track, replicate, and troubleshoot escalated issues with the collaboration of the support and engineering teams.
- Extract case details from subject matter experts and refine the content into a clear and concise knowledge base article.
- Coordinate new knowledge base article creation and release with global technical support engineers and account managers.
- If time permits, participate in the development of internal web-based productivity tools.

#### Additional Information:

- \$20-\$27/hr (Co-Op pay will be determined based on a number of factors and may vary depending on job-related knowledge, completed study terms, relevant skills, and experience)
- 8 months (May-December)
- Hybrid (Monday-Thursday in office and WFH on Friday)
- Office is located in Vancouver

•Interviews will be 30-45 minutes with selected candidates

Samsung is an equal opportunity employer. We thank you for your interest in working for Samsung. Only candidates selected for an interview will be contacted.

## **Job Requirements**

### **Who You Are:**

- Pursuing a Bachelor's or Master's degree in Computer Science or Engineering.
- Team player and know how to work well with others.
- Have a passion for learning and delivering results.
- Attention to detail and a commitment to quality.
- Strong interest in mobile technology.
- Excellent verbal and written English skills.

### **Preferred Skills:**

- Skilled at explaining technical issues and their impact to those unfamiliar with the subject domain, or non-technical people.
- Experience with direct customer interaction.
- Knowledge of system administration with enterprise software.
- Knowledge of Java and/or Python.

**Citizenship Requirement**                      N/A

## **APPLICATION INFORMATION**

<b>Application Procedure</b>	Through UBC Science Co-op
<b>Cover Letter Required?</b>	Yes
<b>Address Cover Letter to</b>	Hiring Manager