Job Posting:170265 - Position: F25 Application Support Analyst Co-Op 170265

Co-op Work Term Posted:	2025 - Fall
App Deadline	06/16/2025 09:00 AM
Application Method:	Through Employer Website
Posting Goes Live:	06/02/2025 04:01 PM
Job Posting Status:	Approved

ORGANIZATION INFORMATION

Organization	FGF Brands
Address Line 1	1295 Ormont Drive
City	Toronto
Postal Code / Zip Code	M9L 2W6
Province / State	Ontario
Country	Canada

JOB POSTING INFORMATION

Placement Term	2025 - Fall
<b> Job Title <b>	F25 Application Support Analyst Co-Op 170265
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: Application Support Analyst Co-Op (Fall 2025)
Job ID: 2025-19169
Get ready for a Naan-Traditional placement experience!
We're not your average bakery. We're a team of passionate thinkers and doers that are challenging the idea of what a bakery can be. We operate like a startup, powered by creativity and a 'roll up your sleeves' mentality, to give our customers the best possible product

Job Summary
Reporting to the Manager, IT Systems Support, the Application support analyst will be the first point of contact for the end users for all technical issues and service requests. Provide troubleshooting and technical support via phone, chat and email and manage ticketing system.

Key Responsibilities
• Monitor corporate central ticketing system to ensure timely resolution of support issues.
•Maintain IT application support technical documentation.
•Escalate problems (when required) to the appropriate experienced technician.
•Evaluate documented resolutions and suggest ways to prevent future problems.
•Conduct research, collect and analyze data to prepare reports and documents
•Identify and learn appropriate software and hardware used and supported by the organization.
•Test fixes to ensure problem has been adequately resolved and report all finding and final resolutions.
In compliance with Ontario's Bill 190, we confirm that this posting represents a current, existing vacancy within our organization.

Job Requirements

Key Qualifications

• Post-Secondary education in Computer Science, Networking or related discipline
•Knowledge of basic computer hardware and application software.
•Exceptional interpersonal skills, with a focus on rapport-building, listening, and questioning.
•Exceptional customer service orientation and the ability to present ideas in user-friendly language
•Be prompt, directed, reliable, self-motivated and highly dependable
•Keen attention to detail and able to effectively prioritize and execute tasks in a high-pressure environment.
•Experience working in a team-oriented, collaborative environment

Citizenship Requirement   N/A

APPLICATION INFORMATION

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

Application Link:

https://careerscoopinternen-fgfbrands.icims.com/jobs/19169/application-support-analyst-co-op-%28fall-2025%29/job
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.