

Job Posting: 176815 - Position: S26 End-User Services Student 176815

Co-op Work Term Posted:	2026 - Summer
App Deadline	01/15/2026 09:00 AM
Application Method:	Through Employer Website
Posting Goes Live:	01/08/2026 04:35 PM
Job Posting Status:	Approved

ORGANIZATION INFORMATION

Organization	BlackBerry
Country	Canada

JOB POSTING INFORMATION

Placement Term	2026 - Summer
 Job Title 	S26 End-User Services Student 176815
Position Type	Co-op Position
Job Location	Waterloo, ON
Country	Canada
Duration	4 or 8 months
Work Mode	To be confirmed
Salary Currency	CAD
Salary	0.0 per hour for 40 Major List
Salary Range \$	\$38,917.00 - \$48,984.00
Job Description	

Job Description:

Key Responsibilities:

- Provide technical support for hardware, software, and peripheral issues.
- Assist with imaging, deployment, and maintenance of laptops, desktops, and mobile devices.
- Support end users with account setup, password resets, and access requests.
- Document troubleshooting steps and resolutions in **Jira Service Management**.
- Participate in hardware lifecycle activities, including inventory management and asset tracking.
- Collaborate on process improvements and automation initiatives.
- Ensure compliance with security and operational standards during all support activities.

•What You'll Gain:

- Practical experience in IT service delivery and support.
- Exposure to enterprise-level tools and technologies.
- Opportunities to contribute to process improvements and projects.
- Mentorship from experienced IT professionals.

Job Requirements

Qualifications:

- Currently enrolled in a post-secondary program in **Information Technology, Computer Science, or a related field**.
- Strong interest in end-user computing and IT support.
- Experience or familiarity with:

- **Operating Systems:** Windows, macOS, Ubuntu
- **Productivity Tools:** Microsoft 365 (Teams, Outlook, SharePoint, OneDrive)
- **Service Management Platforms:** Jira Service Management
- Basic understanding of networking fundamentals and troubleshooting techniques.
- Excellent communication and problem-solving skills.
- Ability to work independently and as part of a team in a fast-paced environment.
- Customer-focused mindset with attention to detail.

Citizenship Requirement N/A

APPLICATION INFORMATION

Application Procedure Through Employer Website

Special Application Instructions

Please click the "I intend to apply to this position" button on SCOPE and also submit your application via the employer's website.

Application Link: https://bb.wd3.myworkdayjobs.com/Student/job/Waterloo-Ontario/End-User-Services-Student_20250372/

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.