

Job Posting:175537 - Position: W26 IT Helpdesk Intern (Hybrid) 175537B

Co-op Work Term Posted:	2026 - Winter
App Deadline	11/26/2025 09:00 AM
Application Method:	Through Employer Website
Posting Goes Live:	11/19/2025 01:33 PM
Job Posting Status:	Approved

ORGANIZATION INFORMATION

Organization	Super.com
City	Toronto
Province / State	ON
Country	Canada

JOB POSTING INFORMATION

Placement Term	2026 - Winter
 Job Title 	W26 IT Helpdesk Intern (Hybrid) 175537B
Position Type	Co-op Position
Job Location	Remote
Country	Canada
Duration	4 months
Work Mode	Fully Remote
Salary Currency	CAD
Salary	Salary Not Available, 40 Major List
Salary Range \$	\$24.50 - \$30 an hour
Job Description	

At Super.com, we're on a mission to help people save more, earn more, and get more out of life. That goes for both our customers and our team.

For our employees, Super.com is more than just a workplace - it's an opportunity to grow, make an impact, and unlock your full potential. We invest in learning, celebrate bold ideas, and create pathways for career growth.

We move fast, think big, and always put people first. Your career should be as rewarding as the work you do, and at Super.com, we're here to make every day Super.

About Super.com

We started Super.com to help maximize lives-both the lives of our customers and the lives of our employees- so that everyone can experience all that life has to offer. For our employees, our promise is that Super.com is more than just a job; it's an opportunity to unlock one's potential, where learning is celebrated and impact is realized.

We are more than a fast-paced, high-growth tech company; we care about our people and take career progression seriously. This is your career and our aim is to supercharge it through the people, the work, and the programs that fuel who we are.

About the Role

This position will work closely with staff to enable success from a technology standpoint while maintaining a secure and controlled environment. This role will be based out of our **Toronto office** (in person 3-5 days a week) to support user and hardware needs. As one of our IT hires, there is tremendous potential to grow and influence the company's IT processes.

Challenges You'll Solve

- Provide L1 support for hardware and software needs through a ticketing system
- Resolve issues for team members via slack or in person
- Track issues and resolutions
- Guide team members through the troubleshooting process
- Direct unresolved issues to the next level of support personnel
- Provide accurate information on IT products or services
- Record events and problems in service management software
- Pass on any feedback or suggestions by team members to the appropriate internal team
- Identify and suggest possible improvements on procedures
- Assist in management of identity and access management in accordance with established policies and procedures
- Identify the optimum solution based on the issue and details provided by team members

\$24.50 - \$30 an hour Compensation for this internship will be determined based on the number of prior work terms or internships you have successfully completed, in alignment with our intern pay structure.

We Believe in Equal Opportunity We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status. Accommodations are available on request for candidates taking part in all aspects of the selection process. If needed, please notify our Talent Acquisition Partner.

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What We Offer

Home Office Setup Allowance: \$300 one-time Friday UberEats Allowance: \$25/week Learning & Development Allowance: \$300/ per term Fitness/Wellness Allowance: \$120/per term

Candidates can be based anywhere in Canada, provided they maintain a minimum 6-hour overlap with the Eastern Time Zone and are available to work a 40-hour work week.

We're a remote-first company, but you're always welcome to join us at our head office on 260 Queen Street West in Toronto. We also host virtual and in-person socials where interns can connect, play games, and meet others - including company wide game nights and events. While optional, these are great ways to build connections and make the most of your Super.com experience.

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Job Requirements

About You

- Solution focused with excellent communication skills
- Basic technical aptitude and fundamental comprehension of information technology, including but not limited to: Windows OS, Mac OS, Google Workspace & Office 365
- Knowledge of how to diagnose and resolve basic technical issues
- Customer-oriented and cool-tempered
- Propensity to work under pressure with a large workload
- Has IT, Computer Science or relevant field experience

Citizenship Requirement

N/A

APPLICATION INFORMATION

Application Procedure Through Employer Website

Special Application Instructions

Application Link:

<https://jobs.lever.co/super-com/c26d5cce-3bf6-4020-b8fa-cd4b494ee62a>

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.