

Job Posting:175384 - Position: W26 CX Research Intern 175384B

Co-op Work Term Posted:	2026 - Winter
App Deadline	11/19/2025 11:59 PM
Application Method:	Through Employer Website
Posting Goes Live:	11/14/2025 01:46 PM
Job Posting Status:	Approved

ORGANIZATION INFORMATION

Organization	Interac Corp.
Address Line 1	Suite 2400 - 200 Bay Street
City	Toronto
Postal Code / Zip Code	M5J 2J1
Province / State	ON
Country	Canada

JOB POSTING INFORMATION

Placement Term	2026 - Winter
 Job Title 	W26 CX Research Intern 175384B
Position Type	Co-op Position
Job Location	Toronto, ON
Country	Canada
Duration	4 months
Work Mode	Hybrid
Salary Currency	CAD
Salary	Salary Not Available, 0 Major List
Job Description	

REQ-2004

CX Research Intern

At Interac, we design and deliver products and solutions that give Canadians control over their money so they can get more out of life. But that's not all. Whether we're leading real-time money movement, driving innovative commerce solutions like open payments for transit systems, or making advancements in new areas like verification and open banking, we are playing a key role in shaping the future of the digital economy in Canada.

Want to make a lasting impact amongst a community of creative thinkers, problem solvers, technical gurus and high-performance application developers? We want to hear from you.

As a CX Research Intern, you will play a crucial role in supporting the UX Research efforts within Product Design Team. This internship offers a unique opportunity to gain hands-on experience and to make a real impact using various UX Research methods, including user interviews, observation, usability testing, quantitative and qualitative research methodologies. Collaborating closely with our seasoned UX researchers and cross-functional teams, you will contribute to the enhancement of our products and services, ensuring they meet the needs and expectations of our users.

In this role, you will be reporting to the Research & Service Design Leader, but working closest with the UX Research team. You can expect:

- Small Team Size - We work in small teams on big products than are used and seen by millions of Canadians every day
- Make a real impact - your UX Research will be used to make real decisions for real products.

- Build your portfolio - The work you will be doing, if permitted, can be used to further build your portfolio with one of Canada's most recognizable and trusted brands and company.
- Future Employment Opportunity - Outstanding candidates have previously be offered the opportunity to return for another term. We make it a priority to find, and work with good people.

You'll be responsible for:

- Usability Testing:** Planning and conducting usability testing.
- User Personas:** Creating and refining user personas based on research findings and utilizing personas to guide design decisions.
- Surveys:** Crafting and deploying user surveys for UX analysis - you will be helping UX Researchers with survey creation, A/B Testing, insights gathering, reporting, and other UXR related tasks.
- Presentation:** Ability to present findings and recommendations to team members or stakeholders (visual design skills and storytelling skills are an asset!)
- User Interviews:** Skilled in moderating and note-taking during user interviews, ensuring effective communication and comprehensive documentation of user insights.
- Heuristic Evaluations:** Competent in conducting heuristic evaluations to identify usability issues and provide actionable recommendations.
- Tools:** Prototyping on Figma is an asset. Familiarity with UX research tools like UserTesting or survey platforms.
- Support Research:** Help support UX Researchers with various design tasks particularly squad work across eTransfer, KONEK, and Verified
- General design support:** Assist in the creation of UX Artefacts created during design thinking workshops, ideation sessions, and other that will help squads at different levels of maturation
- Service Design Mapping:** Stakeholder interview support and service design mapping

Workstyle: Hybrid (3 days on-site)

Location: Toronto

Term: January to April 2026

Duration: Monday - Friday

Interac requires employees to complete a background check that is completed by one of our service providers. We use this service to complete the following checks:

- Canadian criminal record check;
- Public safety verification;
- Canadian ID cross-check;
- 5-year employment verification;
- Education verification; and
- If applicable, Credit Inquiry and Social Media Check

How we work

We know that exceptional people have great ideas and are passionate about their work. Our culture encourages excellence and actively rewards contributions with:

Connection: You're surrounded by talented people every day who are driven by their passion of a common goal.

Core Values: They define us. Living them helps us be the best at what we do.

Compensation & Benefits: Pay is driven by individual and corporate performance and we provide a multitude of benefits and perks.

Education: To ensure you are the best at what you do we invest in you

Please be aware of certain individuals fraudulently using Interac Corp.'s name and logo to offer fictitious employment opportunities. Interac Corp. will never ask, solicit, nor accept any monies in exchange for employment opportunities. Any such offers of employment are fraudulent and invalid, and you are strongly advised to exercise great caution and disregard such offers and invitations.

Please note that under no circumstances shall Interac Corp. be held liable or responsible for any claims, losses, damages, expenses, or other inconveniences resulting from or in any way connected to the actions of individuals performing such fraud. Further, such fraudulent communication shall not be treated as any kind of offer or representation by Interac Corp. or its subsidiaries and affiliates.

Job Requirements

You bring:

- Currently completing an undergraduate degree/certificate from a creditable Canadian institution with a focus on BSci (Software Engineering, Systems Design, Information Systems, Computer science, etc.), MDes (Digital Futures, Strategic Foresight & Innovation), or BBA (User Behaviour, Insights, Design)
- Familiarity with producing key artifacts like service blueprints, journey maps, user journeys, personas, etc.
- Appreciation of how the design process influences the product roadmap in highly technical products
- Understanding of design thinking processes and why they are important
- Strategic mindset that appreciates business priorities and constraints
- Keen ability to refine user insights and empower designs for real people
- Ability to appreciate what it takes to work in a matrixed organization with stakeholders that have competing priorities
- UX Research background that demonstrates your skillset and interest in the field, a strategic mindset, a desire to learn about business, product, and people - and how these fit together to deliver great value for end users
- Figma (preferred) or at minimum PowerPoint or other design tools for visual storytelling of insights
- Experience with or prior knowledge of service design practices
- Able to utilize secondary research methods to inform and evaluate design and product decisions
- Although not required, you have some familiarity or previous experience with the following:
 - User Testing
 - Survey Tools
- Bonus for students with portfolios & demonstrated previous experiences

Citizenship Requirement N/A

APPLICATION INFORMATION

Application Procedure Through Employer Website

Special Application Instructions

Application Link:

https://interac.wd3.myworkdayjobs.com/en-US/Interac/job/Toronto/CX-Research-Intern_REQ-2004?q=intern&source=LinkedIn

Application Deadline: Nov 19 at 11:59pm

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.