

## **Job Posting:175426 - Position: W26 Technology Workplace Services (TWS) - Winter Intern 2026 175426B**

<b>Co-op Work Term Posted:</b>	2026 - Winter
<b>App Deadline</b>	11/24/2025 09:00 AM
<b>Application Method:</b>	Through Employer Website
<b>Posting Goes Live:</b>	11/17/2025 12:51 PM
<b>Job Posting Status:</b>	Approved

### **ORGANIZATION INFORMATION**

<b>Organization</b>	EQ Bank (Equitable Bank)
<b>Address Line 1</b>	30 St. Clair Avenue West, Suite 700
<b>City</b>	Toronto
<b>Postal Code / Zip Code</b>	M4V 3A1
<b>Province / State</b>	ON
<b>Country</b>	Canada

### **JOB POSTING INFORMATION**

<b>Placement Term</b>	2026 - Winter
<b>&lt;b&gt; Job Title &lt;/b&gt;</b>	W26 Technology Workplace Services (TWS) - Winter Intern 2026 175426B
<b>Position Type</b>	Co-op Position
<b>Job Location</b>	Toronto, ON
<b>Country</b>	Canada
<b>Duration</b>	4 months
<b>Work Mode</b>	Hybrid In-Person To be confirmed
<b>Salary Currency</b>	CAD
<b>Salary</b>	Salary Not Available, 0 Major List
<b>Job Description</b>	
<b>Join a Challenger</b>	

Being a traditional bank just isn't our thing, so we challenge ourselves to get creative in providing innovative banking solutions for Canadians.

How do we get there? With a talented team of inquisitive and agile challengers that break through the status quo. So, if you're passionate about redefining the future of banking-while having fun-this could be your next big opportunity.

Our company continues to grow, and today we serve more than 670,000 people across Canada through Equitable Bank, Canada's Challenger Bank™, and have been around for more than 50 years. Equitable Bank's wholly-owned subsidiary, Concentra Bank, supports credit unions across Canada that serve more than six million members. Together we have over \$125 billion in combined assets under management and administration, with a clear mandate to drive change in Canadian banking to enrich people's lives.

Our customers have named our EQ Bank digital platform (eqbank.ca) one of the top banks in Canada on the Forbes World's Best Banks list since 2021.

**Work Term: Jan 5th 2026 - April 24th 2026**

**The Work:**

The Technology Workplace Services (TWS) Intern manages the company's desktop, laptop, desk phones, smart phones and audio/visual equipment as well as install and maintain the company's endpoint technologies. In addition to the core functions, the incumbent will also perform the technology side of the relocation of staff and be the first point of contact for all technological issues from both phones and internal ticket system.

## **The Core Responsibilities of the Job:**

- Diligently monitor a queue of end-user issues. Escalate support tickets to senior teammates. Address follow-ups on support ticket progress
- Log in to the HelpDesk Call Queue daily, answer, create tickets if needed and service End Users as required
- Manage our service desk software to record and track all services provided by IT. Generate report weekly to managers and directors
- Desktop/Laptop rollout support - procure and setup new desktop/laptops as well as diagnose and re-image old desktops and laptops. Fix desktop/laptop that are still under warranty
- Desk phone and Smartphone setup and support - setup new phones and provide first line of support for any phone problems.
- IT Logical / Administrative Access support - Create new users, assist day-to-day password issues from users, terminate users that departed the company
- Technology Workplace Services - Provide support for basic Microsoft Office issue, internet connectivity issues, printer issues, application connectivity issues, WiFi issues
- Coordinate hardware purchases with the IT procurement team, organize and input license key accordingly, follow-up to ensure hardware arrived. Working with other senior teammates to ensure delivery of hardware and software at a timely manner
- Work on MAC - move add change of staff
- Keep IT area / storage room organized and clean
- Evaluate documented resolutions and analyze trends for ways to prevent future problems
- Ensure Antivirus are fully updated and up-to-date on all Endpoints. Liaison with Security Operations to ensure all Endpoints are secured and monitored
- Support all media and boardroom related issues
- Other task/project as assigned by the Manager of Technology Workplace Services (TWS)

## **Job Requirements**

### **Let's Talk About You!**

- Working towards a college diploma in computer networking, technical support or equivalent is required (Eg. Computer Systems Technology). Higher accreditation (e.g. Bachelor of Computer Science) is an asset
- Experience working in a customer services environment
- Good technical problem solving & troubleshooting skills
- Adhere to internal IT procedure, corporate policy and site audit responsibility for all tasks
- Office administrative task experience is an asset. (e.g. working with Excel spreadsheets, Outlook for organization)
- The incumbent is expected to interact with everyone including executives and thus good verbal and written skills are important
- Knowledge of and technical ability to troubleshoot:
  - Windows 10 / Mac issues
  - Microsoft Office / Office 365 issues
  - Internet surfing / browser issues
  - Outlook Client Email issues
  - VPN issues
  - ACL issues

- Printer / Scanner issues
- Desk Phone / Recording Phone issue
- LAN/WiFi issues
- PC, Laptop or Surface hardware issues
- Smartphones issues (iOS, Android)
- Miscellaneous computer hardware issues

## How To Submit Your Application

•Please scan together and submit ONE DOCUMENT that includes your transcripts and resume. Please note that if the application is not completed properly, it will not be accepted.

**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://jobs.lever.co/eqbank/5b82ce6b-8b8f-4cb8-914a-072e49fa1ba8>

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.