

Service Desk Technical Analyst Intern



Phone :

Web :

Job Summary

Vacancy :

Deadline : Aug 23, 2024

Published : Jul 23, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

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.

The Service Desk Technical Analyst Intern will join Interac's End User Services department, a team of level 1-2 support team members that focuses on all full-time employees (FTE) and contingent worker technologies. This role requires you to be in-office five (5) days a week as you will be providing first level support and troubleshooting based on calls, tickets and in office support.

The exposure to being in-office and working closely with Interac employees will help grow your strengths in diagnosing and directly resolving technical hardware & software issues, supporting and maintaining video conference equipment, and the opportunity to work with various teams and departments across Interac. You'll be quickly considered the office hero as you'll be the go-to person for all in-office technical needs.

You'll be responsible for:

- Supporting Interac's full-time employees and contingent workers with their technologies by providing first level support and troubleshooting
- Windows 11 Pilot Project – Testing a newly developed image in Windows 11, addressing any issues that arise during testing, and providing technical support to users adapting to Windows 11
- Updating and enhancing ServiceNow ticket automation within end user services to update a new catalog with all ticket and workflows.
- Regularly auditing existing documentation, identifying gaps and revising content to reflect current processes and best practices.

You bring:

- Currently completing an undergraduate degree from a credible Canadian institution with a focus on Computer Systems, Networking Engineering, Systems Engineering, or Software Support.
- The ability to rapidly acquire new technical skills and knowledge, adapting to evolving technologies, and proactively embracing new tasks and responsibilities.
- Demonstrated experience in customer service or tech support experience, showcasing an inquisitive mindset and a strong passion for troubleshooting and resolving issues.
- Great oral and written communication skills, and the ability to explain technical concepts to both technical and non-technical audiences.
- Comprehensive understanding of corporate IT infrastructure, including organizational setups, operational standards, protocols, methodologies, and configurations.
- Proficiency in both Windows and MacOS desktop technologies, ensuring the ability to provide comprehensive support and solutions across different operating systems.
- Strong analytical and critical thinking skills, enabling the identification of root causes of system malfunctions and the implementation of effective remedial actions to resolve issues promptly.
- Excellent organizational and time management skills, enabling the prioritization and efficient handling of multiple tasks, ensuring timely and successful completion of responsibilities.
- A deep-seated motivation to ensure that your contributions positively impact customers' daily work experiences, enhancing their efficiency and satisfaction with the services provided.

Workstyle: 100% on site*

Location: Toronto

Term: Sept - December 2024

Duration: Monday - Friday

*Must be eligible to work for Interac Corp. in Canada in a Full Time Capacity

PLEASE NOTE: to be eligible for Interac internship roles, you must be currently enrolled in a Canadian post secondary academic institution.

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:

- 5-year employment verification;
- Canadian criminal record check;
- Education verification;
- Canadian ID cross-check;
- Public safety verification; and
- Credit inquiry

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

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
