

The City of Pickering is committed to creating an equitable, diverse and inclusive workplace and strives to foster a sense of belonging, empowerment and respect among all employees and community members. We recognize and value that diverse perspectives, skills, backgrounds, and lived experiences contribute to the growth and strength of our organization and community. As such, we welcome and encourage applications from Indigenous Peoples and equity-deserving communities including women, persons with disabilities, racialized persons, persons who identify as 2SLGBTQI+, and other diverse communities.

Information Technology Co-op Student

Department:	Corporate Services
Classification:	Temporary (June – August 29, 2025)
Affiliation:	Non-Union
Vacancy Reason:	Seasonal Student Position
Shift/Hours:	Monday – Friday, 35 hours per week
Salary Range:	\$21.15/hour (Pay Grade 3)
Work Location:	City Hall, One the Esplanade South, Pickering, ON
Date Posted:	Wednesday, May 7, 2025
Deadline to Apply:	Wednesday, May 14, 2025, by 12:00 noon

Job Summary

The City of Pickering is seeking a dedicated and motivated individual to join our team in the role of Information Technology Co-op Student.

Under the general supervision of the Supervisor, Network Support, the incumbent is primarily responsible for assisting with the following:

Primary Responsibilities

- Prompt resolution of submitted Help requests for support, including support for staff's computer accounts, PC hardware, PC software, telephone system, or the voicemail system.
- Ensure all components of the PC configuration are fully tested and operational before issuing a new or replacement PC to a customer.
- Installs the appropriate PC hardware and software that will allow for network and database communications as requested, ensuring appropriate security features are installed.
- Administers and directly supports, as a member of the Help Desk team the Corporation's telephone and voicemail systems, including assisting staff in identifying problems and recommending solutions.
- Provides staff with access to the network by unlocking network accounts and changing passwords as required.
- Performs other related duties as may be required from time to time.

Additional secondary responsibilities may apply and will be outlined in the Job Description, which will be provided to candidates selected for an interview.

Education and Experience

- Currently enrolled in a post-secondary Computer Science co-op program, requiring a co-op placement.
- Experience working in an office setting is preferred.

Knowledge, Skills and Abilities

- Knowledge in Microsoft's Windows 10/11, Office 365.
- Knowledgeable in current computer-network concepts and designs for prompt resolutions of network connection problems.
- Knowledge of Microsoft 365, SharePoint, Intune and Autopilot.
- Ability to quickly troubleshoot and resolve PC hardware and software problems.
- Ability to work effectively in a fast-paced team environment and with all levels of employees.
- Working knowledge of automated telephone and voicemail systems administration would be an asset.
- Must be medically and physically fit to perform the duties of this position.
- Must be prepared to undergo a Vulnerable Sector Check as a condition of employment.
- Detailed knowledge of PC computer systems, including hardware, software, and operating systems.

- Strong organizational skills, interpersonal, communication (written and oral in English), customer service skills and the ability to preserve the confidentiality of information.

Qualified candidates may complete an **online application form** where you will be required to upload your resume and cover letter (PDFs only). We thank all applicants for their interest, however, only those selected for an interview will be contacted. In accordance with the *Municipal Freedom of Information and Protection of Privacy Act*, personal information is collected under the authority of the *Municipal Act* and is used for the purpose of candidate selection.

The City of Pickering is committed to inclusive and barrier-free employment practices, and to creating a workplace that reflects and supports the diversity of the community we serve. Accommodations are available throughout the recruitment process in accordance with the *Accessibility for Ontarians with Disabilities Act*. Accessible formats and supports can be requested. For assistance, please contact the Human Resources Department at 905.420.4627 or hr@pickering.ca.

Pickering: A complete, world-class city... inclusive, connected, caring and prosperous.

