Information Technology (IT) Co-op Student

Lakeland Networks is seeking a self-motivated, detail-oriented, and customer-focused IT Co-op Student to assist with internal technical support and desktop services. Reporting to the Director of Information Security and Technology, the Co-op Student will play a key role in supporting day-to-day IT operations, helping staff resolve hardware and software issues, and maintaining workstations and peripherals. This 4-month placement, running from May to August 2026, offers hands-on experience in a dynamic environment where the successful candidate will gain exposure to real-world IT support practices and contribute to the smooth operation of internal systems.

Responsibilities:

- Provide first-level technical support to internal staff for hardware, software, and peripherals.
- Respond to support requests in a timely and professional manner.
- Assist with troubleshooting and resolving issues related to desktops, laptops, monitors, and mobile devices.
- Configure and deploy new workstations, including operating system installation and software setup.
- Perform routine maintenance such as updates, patches, and hardware checks.
- Install, update, and troubleshoot common business applications (e.g., Microsoft 365, browsers, antivirus).
- Support users with login issues, application errors, and configuration problems.
- Assist with user account creation, password resets, and access permissions under supervision.
- Support basic cybersecurity hygiene efforts (e.g., antivirus checks, software updates).
- Participate in team meetings and contribute to ongoing IT projects.
- Shadow senior technicians to learn troubleshooting techniques and best practices.
- Provide general assistance to the IT team as needed, including special projects or research tasks.

Qualifications:

- Currently enrolled in a college or university computer science/networking Co-op program.
- Excellent verbal and written English language skills are required to be able to communicate directly with clients and team members.
- Demonstrated strong communication, documentation, and organizational skills.
- Knowledge of electrical industrial control systems is an asset
- Understanding of Incident Management, Change Management, Problem Management, and Knowledge Management.
- Practical troubleshooting and break/fix experience in Ethernet and Fibre skills are nice to have.
- Competency to read, analyze, and interpret detailed technical manuals, and diagrams.

Pay: $21.00 per hour

*This vacancy is for an existing position

Interested applicants should submit their application to https://lakelandholding.bamboohr.com/careers/50 by 5 PM on February 1st, 2026.

Lakeland Holding Ltd. is an equal opportunity employer, and we value the importance of diversity, dignity and worth of every individual in the workplace. Lakeland Holding Ltd. offers accommodation for applicants with disabilities in its recruitment processes. If you are contacted by Lakeland Holding Ltd. regarding a job opportunity, please advise prior to the interview if you require accommodation.

We thank all applicants, but only those selected for an interview will be contacted.