



Technical Support Centre (TSC) Co-op Student

Lakeland Networks is looking for a self-motivated, energetic, and responsible student to assist with technical duties and projects related to our fibre-optic Internet network. Reporting to the Director of Information Security and Technology, the Co-op Student will be involved in entry-level projects, focusing on core networks supporting Fibre Optic Internet, Voice, and Video. The successful incumbent will work with a team operating and maintaining our fibre-optic network equipment, carrier voice platform, and IPTV services for a 4-month placement during the Summer of 2026 (May – August).

Responsibilities:

- Deliver technical support for internet, phone, and television services to both residential and business clients.
- Respond to customer inquiries received via email, phone, and chatbots.
- Set up new customer services, including internet, phone, and television.
- Assist colleagues with task-related issues as they arise.
- Accurately document all activities in the company's work order system.
- Adapt quickly to changing priorities and organizational requirements.
- Support Network Operations team members in troubleshooting, restoration, and root cause analysis.
- Assist in refurbishing returned fibre optic network terminals, phones, and television equipment.
- Conduct a monthly inventory of equipment.
- Perform other duties as assigned.

Qualifications:

- Currently enrolled in a college or university computer science or networking co-op program.
- Excellent verbal and written English language skills for effective communication with clients and team members.
- Proven knowledge of incident management in a break/fix environment.
- Practical troubleshooting and break/fix experience with Ethernet, single-mode fibre, OTDR, power meters, and light sources is advantageous.
- Strong communication, documentation, and organizational skills.
- Ability to read, analyze, and interpret detailed technical manuals, diagrams, and engineering documents.

Pay: \$21.00 per hour

*This vacancy is for an existing position

Interested applicants should submit their application to <https://lakelandholding.bamboohr.com/careers/48> 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 accommodations for applicants with disabilities throughout its recruitment process. 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.