

Summer Student Internship/Coop

Department: Information Systems
Type of Position: Summer Student Contract (**Internship/Coop**)
Location: 5160 Yonge Street, North York

Since 1976, Tarion has provided new home warranty protection to more than 2 million Ontario homes. We serve new home buyers and new homeowners by ensuring that one of their life's biggest investments is protected. Almost every new home in the province is covered by a new home warranty. This warranty protection is provided by Ontario's builders and lasts up to seven years. It is backstopped by Tarion. More than 375,000 homes are currently enrolled in the warranty program. Every year about 55,000 new homes are enrolled.

With more than 265 employees, Tarion works hard every day to serve the public interest by, first and foremost, protecting consumers and their new home purchases. We investigate homeowner warranty claims; resolve warranty disputes between homeowners and builders; and provide deposit and delayed closing protection for new home buyers. We also manage the Guarantee Fund, an important financial reserve designed to help shield Ontario consumers from possible catastrophic building events. All of this enhances fairness and confidence in Ontario's new home building industry.

The Technical Support Analyst Intern/Coop provides first level technical service and support for technology users at the corporate office, customer centre and field staff. This role provides installation, maintenance, testing and facility acceptance of new and existing information technology products and services, including account creations, terminations and end user security installations, connectivity and configurations, as well as coordinating with vendor and second level support on the resolution of issues.

Areas of Responsibility:

- Provide technical support on Desktop and Mobile Productivity Tools (MS Office Applications, Web Browsers, OS) and end user connectivity for both local and remote users
- Assist with training and roll outs of new technology including; hardware, mobile, services, networking and workstation configurations
- Responsible for security patches and update to O/S and applications on workstations, including anti-virus and security software
- Development, maintenance and updating of systems support knowledge base documentation for supported system, including hardware and software inventory

Qualifications:

- 1-2 years' of previous 1st level help desk support and customer service experience

- Advanced knowledge of Desktop/Mobile Productivity Tools (MS Office, OS, Web Browsers)
- Knowledge of networking protocols (LAN/WAN/Wireless) and communications, specifically TCP/IP, DNS, DHCP, connectivity
- Well developed troubleshooting and problem-solving skills
- Knowledge of security patches and updates to O/S and applications on workstations, laptops and mobiles, including anti-virus and security software.
- Post-secondary diploma or certificate from a technical college, or a Bachelor's degree in Computer Science and MCSE

Why Choose Tarion?

We believe that Tarion's employees are its most valuable asset. We strive to provide a welcoming work environment

We offer employees a competitive compensation program, opportunities for learning and development, an employee discount program, access to wellness programs, and a variety of Employee Assistance Program tools and online resources to support well-being.

At Tarion, we believe that a strong commitment to diversity and inclusion allows employees to perform at their very best and underpins a culture in which everyone feels they have an equal opportunity to belong and build a career. Tarion is committed to developing and maintaining work environments and practices that ensure equality of opportunity in recruitment, selection and promotion, and to removing systemic barriers so that employees have every opportunity to feel included in the workplace.

If you are a person with a disability and have questions or would like help with your application, please email careers@tarion.com or contact a member of the Human Resources Department.

Application Submissions & Deadline:

Please submit a covering letter and resume with vacancy code **TSASummer23** to careers@tarion.com by March 3, 2023.