Now Hiring!

Co-op Information Systems Analyst

We are currently seeking a highly motivated, service oriented professional to fill the new co-op placement position of Information Systems Help Desk Analyst for the Winter and Summer semesters. Reporting to the Manager of IS & Innovation, as a member of the dynamic Business Information Systems team, you will work closely with our front-line users as well as supporting our critical infrastructure needs.

What You Will Be Doing:

- Provide first-level technical support to users during business hours, adhering to organizational service levels
- Assist with routine daily maintenance of systems, hardware, and software
- Support the setup, troubleshooting, and basic maintenance of in-house audio-visual systems
- Perform user account setup, configuration, and access-related tasks
- Help with workstation preparation, hardware deployment, and inventory tracking
- Support network, cloud services, and infrastructure teams with scheduled or recurring tasks
- Assist with documentation updates and knowledge-base maintenance
- Ensure organizational compliance with data security and privacy best practices
- Attend and contribute to all team and staff meetings as required
- Other duties as assigned by department Manager

Who You Are:

- **Currently enrolled** in an accredited degree or diploma program in computer science, information systems, networking, or a related technology field, and **returning to school following this placement**
- Applicants looking for 4 or 8 month placement terms will be considered; please specify on your application when you are available
- Strong interest in help-desk support, troubleshooting, and IT operations
- Excellent written and verbal communication skills, with an empathetic approach toward end-user support
- Detail-oriented and able to work independently with strong time-management abilities
- Comfortable working with both cloud-managed services and on-prem deployments
- Familiarity with any of the following is considered an asset (not required): VMWare, Hyper-V, Linux, Microsoft Windows Server and Active Directory, Microsoft Exchange, Microsoft 365, Cisco and Fortinet Networking, Datto remote support tools.
- Troubleshooting experience or exposure to remote-working environments is considered beneficial

Compensation: $21.07/hour

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This position will be a hybrid remote work position, with emphasis on working remotely while meeting in office requirements as set out by your leader. A minimum presence of 3 days per week would be required. High-speed Internet and reliable connectivity are required and will be validated during the screening process.

If you are a high performer who delivers more than what is expected, provides excellent service by understanding customer needs, enthusiastically supports change, shares your expertise, takes responsibility for your own development, who actively seeks new challenges and has a desire to learn and grow, then we want to hear from you!

Trillium Mutual commits to maintaining and promoting a culture that is inclusive and welcoming to all peoples. A workforce that is diverse, and that improves its understanding of various cultures, backgrounds and experiences, is in a better position to serve its members.

We invite interested applicants to submit their resume to hr@trilliummutual.com by Feb 6, 2026.
Applicants are thanked for their interest in this position, however, only applicants selected for an interview will be contacted.

Trillium is committed to providing accommodations and achieving a barrier free workplace for individuals with disabilities. Should you require an accommodation in order to participate in our recruitment process, we will support you by taking into account your individual needs.

To learn more about Trillium visit us at our website www.trilliummutual.com or on

@TrilliumMutual