

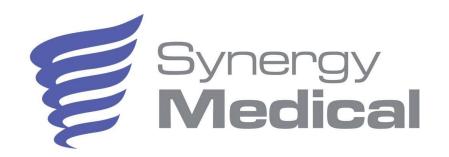




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Approved by:	Ronnie Filion

JOB DESCRIPTION

Job Title	Field Service Technician
Company Description	Synergy Medical is a Profit500 company, based in Longueuil, QC., specializing in the design, assembly, sale and support of SynMed® blister pack automation. Synergy Medical is growing rapidly, with now over 300 installations in pharmacies throughout North America and in Europe.
Duties and Responsibilities	 Ensure preventive maintenance of our systems according to internal procedures Offer a professional and courteous technical service, respectful of the client's environment Perform hardware and software updates Guide customers on the use and operation of the automation equipment Prepare and write service reports and follow internal procedures to submit them Gather customers' concerns and communicate them to the appropriate people to ensure customer satisfaction. Actively participate in all quality initiatives aimed at improving our services to clients Make courtesy visits to ensure customer satisfaction Utilize diagnostic tools for the purpose of repairs of defective units Bring technical recommendations to the operation team and participate in the continuous improvement process Periodic travel to customers outside business hours Offer periodic phone support to customers outside of business hours Perform other related duties as required





Title of Immediate Supervisor	Technical Service Supervisor	
Work Schedule	40 hours; the FST may be required to work occasional evenings or weekends depending on the customer situation that needs to be resolved	
REQUIRED QUALIFICATIONS AND EXPECTED RESULTS		
Education and Experience	 Diploma in industrial electronics technology (instrumentation and automation option) or related discipline Have a minimum of two years' work experience in automation, installation, configuration and maintenance, or similar experience Experience in customer support Knowledge of the pharmacy environment an asset 	
Certifications	None	
PERSONAL CHARACTERISTICS		
Qualities	 Ability to work several mandates simultaneously and effectively manage activities at different customers sites Aptitude for manual work Able to work under pressure Works effectively alone or as a team with colleagues (other technicians and engineers, administration, help desk agents, project teams, etc.) The candidate must possess good verbal and written English and French communication, and demonstrate ease in writing reports Has a commitment to service and customer satisfaction Very well organized and attentive to detail Good knowledge of software (Windows and Office suites) 	
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