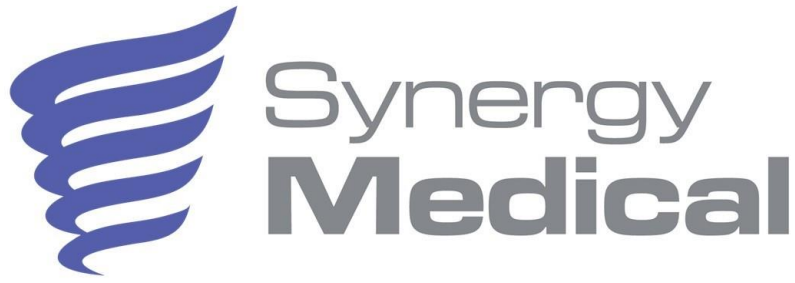
	Number:	
	Version:	01
	Issued:	2018/01/15
	Approved by:	Abdou Chalah
JOB DESCRIPTION		
Job Title	Coordinator - Technical Support	
Company Description	Synergy Medical is a Profit500 company, based in Longueuil, QC., specializing in the design, assembly, sale and support of SynMed® blister pack automation. Synergy Medical is growing rapidly, with now over 300 installations in pharmacies throughout North America and in Europe.	
Duties and Responsibilities	<p>Synergy Medical is looking for a candidate to oversee a network of 300 machines in North America and Europe:</p> <p>Responsibilities</p> <ul style="list-style-type: none"> • Develop a comprehensive departmental strategy w/r to the expansion of the company's activities. • Actively participate in improvement of the company's internal processes. • Ensure that the team's work is performed in accordance with the company's internal procedures. • Support our customer service agents in resolving varied complex issues. • Offer advanced technical support to users through our call center (second level). • Work closely with the various departments of the company, and at times directly with Synergy Medical's customers. <p>Tasks</p> <p>Quality</p> <ul style="list-style-type: none"> • Actively participate in the improvement of services • Write maintenance audits re: the work performed by technicians • Plan, monitor and document prevention activities - enhancements • Document the issues related to the department's activities • Develop and maintain a network of contacts with key suppliers (third parties) 	



	<p>Support and Team Training</p> <ul style="list-style-type: none"> • Train and support technicians • Provide technical advice to the team • Participate in improving the knowledge of our technicians (internal and external) <p>Customer Service - Problem Solving</p> <ul style="list-style-type: none"> • Ensure the highest level of service and respond quickly to customer needs • Participate in product improvements • Develop and implement the company's external processes
Title of Immediate Supervisor	Vice President Technology & Innovations
Work Schedule	40 hours
REQUIRED QUALIFICATIONS AND EXPECTED RESULTS	
Education and Experience	<ul style="list-style-type: none"> • Hold an engineering degree (electrical, automation, industrial, mechanical) or a DEC in mechanical engineering / industrial mechanics / automation or any other relevant training • Minimum of five years' experience in a field related to automation and technical service, including experience as a technological innovation or project manager. • Knowledge of the field of pharmacy (an asset)
Certifications	None
PERSONAL CHARACTERISTICS	
Qualities	<ul style="list-style-type: none"> • Perfectly bilingual, English and French / written and spoken • Very good understanding of relationships with technicians • Team spirit and ability to collaborate with employees and suppliers • Excellent written and verbal communication skills • Pragmatic and innovative personality • Negotiation and interpersonal skills • Well organized, attention to detail • Able to work under pressure • Working knowledge of Microsoft Office (Access, Word and Excel). • Available for occasional trips • Quick adaptability • Flexibility w/r to work schedule (week, weekend, rotational work)



CONTACT	cv@synmedrx.com
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