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	Approved by :	
Job Description		

Title	Systems Installation & Field Service Technician
Company Description	<p>Synergy Medical Europe Limited is a company, based in UK, which distributes, sells and supports the SynMed Systems manufactured by Synergy Medical.</p> <p>Synergy Medical is based in Longueuil, Quebec, Canada and specializing in the design and assembly of the SynMed[®] blister pack automation. Both companies are growing rapidly, with now over 330 installations in pharmacies throughout North America and in Europe.</p>
Duties and Responsibilities	<p>System Installer</p> <p>Responsibilities includes and not limit to :</p> <ul style="list-style-type: none"> • Perform physical installation and equipment start-up at the customer's premises in the UK and Ireland. • Coordinate resources required for on-site installation; • Operate a telescopic forklift on occasion; • Set up and dismantle the company's kiosk and systems during commercial shows; • Participate to the material and inventory management at the warehouse; • Participate in continuous process improvement (manufacturing, implementation, shipping, etc.); <p>The Field Service Technician (FST) will be responsible of the configuration, preventive maintenance and corrective actions as per our service engagements in the pharmacy automation market.</p> <p>Responsibilities includes and not limit to :</p> <ul style="list-style-type: none"> • Ensure preventive maintenance of our systems in accordance with internal procedure • Perform hardware and software updates and upgrades • Guide customers on the use and operation of the automation system. • Offer a professional and courteous technical service, respectful of the client's environment

	<ul style="list-style-type: none"> • Prepare and write service reports and follow internal procedures to submit them. • Gather customers' concerns in his work and communicate them to the appropriate people to ensure service improvements and customers' satisfaction. • Actively participate in all quality initiatives aimed at improving our services to clients. • Utilize diagnostic tools for the purpose of repairs of defective units • 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	Vice President Sales & Development
Working hours	Full time by day The person may be required to work occasional evenings or weekends depending on the situation to be resolved
Other working conditions	The person will be available for regular trips to customers
REQUIRED QUALIFICATIONS AND EXPECTED RESULTS	
Experience	<ul style="list-style-type: none"> • Have a minimum of five years work experience in automation, installation, configuration and maintenance, or similar experience. • Have a minimum of five years experience in customer support • Work in a pharmacy environment is an asset
Education	Diploma in industrial electronics technology (instrumentation and automation option) or related discipline.
Certifications	n/a
PERSONAL CHARACTERISTICS	
Qualities	<ul style="list-style-type: none"> • Ability to work several mandates simultaneously and can effectively manage his activities to several customer 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 communication in English and demonstrates ease in writing reports. • Has a commitment to service and customer satisfaction • Very well organized and attentive to details

	<ul style="list-style-type: none">• Good knowledge of software (Windows and Office suites)• Available for frequent travelling in the UK.
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