



JOB OFFER

FIELD SERVICES TECHNICIAN

MASSACHUSETTS

WHO ARE WE?

Synergy Medical is a growing company, based in Longueuil, that specializes in the design, manufacturing, marketing and support of robotic automation systems for Pharmacies in North America and Europe.

TASKS AND RESPONSIBILITIES

- Respond to customer needs on site and provide them with courteous and professional technical support.
- Perform preventative maintenance in accordance with manufacturer's recommendations for all robotic systems. Document activities in daily reports.
- Troubleshoot robotic systems, using knowledge of electronics, circuit analysis, mechanics, sensor, hydraulics, or pneumatics.
- Train and support customers in the maintenance and use of equipment.
- Ensure highest customer satisfaction through effective communication and job execution.
- Performs any other duties as required by Management.

REQUIRED PROFILE

- Bachelor of Science Degree or from an Associate Technical Degree. with a focus in the Robotics, Mechanical or Electrical fields.
- Minimum of 3-5 years of experience in Automated Field Technical Service.
- Experience working in a troubleshooting, service and repair capacity.
- Knowledge of mechanical, hydraulics, pneumatics, electronics especially with robotics a plus.
- Ability to read and interpret electrical schematics and utilize various electrical diagnostic tools including multimeters, oscilloscope.
- Knowledge of pharmacy field an asset.
- Practical knowledge of Microsoft Office (Access, Word and Excel).
- Flexibility in working hour schedule (week, weekend, rotation, emergency on call). Technician should anticipate the possibility of both short and long-term travel.
- Have a valid driver's license (vehicle provided by the company).

Please send your resume to: cv@synmedrx.com indicating the title of the job for which you are applying.