



## JOB OFFER

# FIELD SERVICES TECHNICIAN

## VANCOUVER

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### 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 repairs and preventative maintenance in accordance with manufacturer's recommendations for all robotic systems.
- Train and support customers in the maintenance and use of equipment.
- Perform follow-up visits to meet customer needs.
- Prepare and write service reports in accordance with internal procedures.
- Participate in the continuous improvement of the company's departmental practices.
- Performs any other related duties.

### REQUIRED PROFILE

- Bachelor of Science Degree or from an Associate Technical Degree with a focus in the Robotics, Mechanical or Electrical fields.
- Minimum of 2 years of experience in Automated Field Technical Service.
- 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](mailto:cv@synmedrx.com) indicating the title of the job for which you are applying.