



## JOB OFFER

### TECHNICIAN, TECHNICAL SUPPORT AND INSTALLATION

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#### **WHO ARE WE?**

Synergie Médicale is a fast growing company located in Longueuil that specializes in the design, manufacturing, marketing and support of robotic automation systems for institutional and commercial pharmacies in North America and Europe.

#### **WHAT WE OFFER**

- Flexible schedule (depending on position and organizational needs)
- Rotation bonuses
- Health and wellness program (reimbursement of \$ 100)
- Christmas party, Potluck, various social activities
- Stimulating environment
- Group RRSP with employer contribution
- Additional health and dental insurance
- Company promoting internal mobility
- Internal or external training offered, as required

#### **TASKS AND RESPONSIBILITIES**

The incumbent of this position will work, alternately every two weeks, as a technical support technician in our Longueuil office and as a installer for clients.

He or she must plan training that can extend up to three (3) months for the position of installer before starting the rotation with the functions of technician, technical support.

### **Technical support technician**

- Respond to calls from internal and external technicians, assist and support them before and during their interventions (coaching, technical assistance, equipment, and logistics).
- Take level 2 calls and diagnose.
- Assign a technician if necessary and have the required spare parts tracked / validated.
- Perform tests and validations in the workshop (R&D machines) for difficult problems.
- Document the problem-solving processes, enhancements, and enrichment of the “video tutorials” library in order to perfect the training of technicians on the road.
- Systematically follow the subcontracted technicians during their interventions, by calling, connecting remotely, and using the cameras to validate the quality of the work done as well as to perfect their training if necessary.
- Suggest solutions for recurring problems.
- Assist the technical supervisor in monitoring internal technicians.
- Any other related task.

### **Installer**

- Perform the physical installations and start the equipment at the customer site in Canada, the United States and Europe.
- Coordinate the resources necessary for on-site installation.
- Operate a telescopic forklift.
- Document installation activities.
- Train on-site subcontracting technicians.
- Carry out pre-installation visits to the customer.
- Perform the installation and dismantling of company kiosks at various trade shows.
- Participate in the continuous improvement of processes.
- Any other related task.

### **REQUIRED PROFILE**

- AEC or DEC in instrumentation and automation, automation and control, industrial electronics technology or any other relevant training.
- Perfectly bilingual, English and French / written and spoken.
- Minimum of 5 years experience as a technician, technical support in a similar field.
- Experience in installing large systems, involving mechanical adjustment, electricity and network.
- Working knowledge of Microsoft Office (Access, Word and Excel).
- Availability for trips outside, up to 5 consecutive days.

- Flexibility in working hours (overtime on weekdays and some weekends).
- Have a valid driver's license.
- Have a valid passport
- Experience in industrial robotics, an asset.
- Knowledge of the pharmacy field one, an asset.

Please send your resume at : [cv@synmedrx.com](mailto:cv@synmedrx.com)