

## JOB OFFER

### SPECIALIST, APPLICATION SUPPORT

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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

- Master the different features of the applications we offer.
- Document the different features of the applications and the settings that enable or disable them.
- Support internal and external customers in their use of applications.
- Investigate complicated cases of use of applications reported by clients.
- Welcome new features for testing, learning, documenting and transmitting.
- Train internal customers on the different features of the applications, through courses and documentation.
- Participate in the evaluation of requests for software improvements.
- Participate in the programming of the application for short and medium-term projects, reports of blister card labels and other application reports.
- Participate in the preparation of PCs and customer startup data.
- Support complex changes in data or environments of customers or PCs.
- Participate in the quality assurance of the application products, test them, document them.
- Program tools, utilities to facilitate maintenance of PCs and customer data.

#### REQUIRED PROFILE

- Collegial Diploma in computer or programmer analyst (or equivalence).
- Between 2 and 5 years of experience in second level support.
- Experience in programming and analysis of computer programs.
- Experience in writing procedures, documentation and lesson plan.
- French spoken and written: good knowledge
- English spoken and written: functional

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