![Synergy Medical logo]

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 3 years of experience in second level support
- Experience in programming and analysis of computer programs
- Schedule:
    - Regular weekly schedule of 40 hours for which the team covers from 6:00 to 19:00
    - Must also be available for an evening shift night and night shift for emergencies only with bonuses
- Ability to investigate in order to dig complex cases of applications
- Good knowledge of programming, among others: C ++, Python, PHP, PL / SQL.
- Experience of WEB technologies, an important asset

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