



JOB OFFER

SYSTEMS INSTALLATION & FIELD SERVICE TECHNICIAN

United Kingdom

WHO ARE WE?

Synergy Medical is based in Longueuil, Quebec, Canada with a branch in the United Kingdom called Synergy Medical Europe. We specialize in the design and assembly of the SynMed® blister pack automation. Both companies are growing rapidly, with now over 400 installations in pharmacies throughout North America and in Europe.

TASKS AND RESPONSIBILITIES

System Installer

- Perform physical installation and equipment start-up at the customer's premises;
- Coordinate resources required for on-site installation;
- Operate a telescopic forklift on occasion;
- Set up and dismantle the company's kiosk and systems during commercial shows;
- Participate to the material and inventory management at the warehouse;
- Participate in continuous process improvement (manufacturing, implementation, shipping, etc.).

The Field Service Technician (FST) will be responsible of the configuration, preventive maintenance and corrective actions as per our service engagements in the pharmacy automation market.

- Ensure preventive maintenance of our systems in accordance with internal procedure;
- Perform hardware and software updates and upgrades;
- Guide customers on the use and operation of the automation system;
- Offer a professional and courteous technical service, respectful of the client's environment;
- Prepare and write service reports and follow internal procedures to submit them;
- Gather customers' concerns in his work and communicate them to the appropriate people to ensure service improvements and customers' satisfaction;
- Actively participate in all quality initiatives aimed at improving our services to clients;
- Utilize diagnostic tools for the purpose of repairs of defective units;
- Periodic travel to customers outside business hours;
- Offer periodic phone support to customers outside of business hours;
- Perform other related duties as required.

REQUIRED PROFILE

- Diploma in electronics technology, with a focus in the Robotics, Mechanical or Electrical fields;
- Minimum of 5-7 years of experience in Automated Field Technical Service;
- Experience working in a troubleshooting, service and repair capacity;
- Knowledge of mechanical/hydraulic/pneumatic, electronic especially with robotics a plus;
- Ability to read and interpret electrical schematics and utilize various electrical diagnostic tools, such as multimeters and other specialized tools;
- Knowledge of pharmacy field an asset;
- Practical knowledge of Microsoft Office (Access, Word and Excel);
- Availability for overtime;
- The person may be required to work occasional evenings or weekends depending on the situation to be resolved;
- The person will be available for regular trips to customers;
- 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.