



## JOB OFFER

### TECHNICIAN TECHNICAL SUPPORT - ON ROAD EASTERN QUEBEC

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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 our customer needs on site and provide them with courteous and professional technical support
- Train and support customers in the maintenance and use of equipment
- Ensure preventative maintenance of devices in connection with internal procedures
- Update devices and software
- Perform follow-up visits to meet customer needs
- Install, occasionally, move or start robotic devices
- Prepare *and* write service reports related to internal procedures
- Participate in the continuous improvement of departmental practices
- All other related tasks

#### REQUIRED PROFILE

- Professional diploma (DEP) or Technical diploma (DEC) in mechanical Engineering/Industrial mechanics/Automation or any other relevant training
- Minimum of two (2) years of experience in field technical service and in automation related field
- Knowledge of pharmacy field, an asset
- Practical knowledge of Microsoft Office (Access, Word and Excel)
- Availability for occasional outdoor trips (Canada & USA)
- Flexibility in working hour schedule (week, weekend, rotation, emergency on call)
- Have a valid driver's license (vehicle provided by the company)
- Bilingual (French and English)

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