

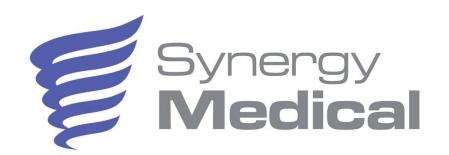




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Approved by:	Ronnie Filion

## **JOB DESCRIPTION**

Job Title	Field Service Technician (evenings)
Company Description	Synergy Medical is a Profit500 company, based in Longueuil, QC., specializing in the design, assembly, sale and support of SynMed® blister pack automation. Synergy Medical is growing rapidly, with now over 300 installations in pharmacies throughout North America and in Europe.
Duties and Responsibilities	<ul> <li>Ensure preventive maintenance of our systems according to internal procedures</li> <li>Offer a professional and courteous technical service, respectful of the client's environment</li> <li>Perform hardware and software updates</li> <li>Guide customers on the use and operation of the automation equipment</li> <li>Prepare and write service reports and follow internal procedures to submit them</li> <li>Gather customers' concerns and communicate them to the appropriate people to ensure customer satisfaction.</li> <li>Actively participate in all quality initiatives aimed at improving our services to clients</li> <li>Make courtesy visits to ensure customer satisfaction</li> <li>Utilize diagnostic tools for the purpose of repairs of defective units</li> <li>Bring technical recommendations to the operation team and participate in the continuous improvement process</li> <li>Periodic travel to customers outside business hours</li> <li>Offer periodic phone support to customers outside of business hours</li> <li>Perform other related duties as required</li> </ul>





Title of Immediate Supervisor	Technical Service Supervisor	
Work Schedule	40 hours; potential schedule 11AM to 7 PM	
REQUIRED QUALIFICATIONS AND EXPECTED RESULTS		
Education and Experience	<ul> <li>Diploma in industrial electronics technology         (instrumentation and automation option) or related         discipline</li> <li>Have a minimum of two years' work experience in         automation, installation, configuration and         maintenance, or similar experience</li> <li>Experience in customer support</li> <li>Knowledge of the pharmacy environment an asset</li> </ul>	
Certifications	None	
PERSONAL CHARACTERISTICS		
Qualities	<ul> <li>Ability to work several mandates simultaneously and effectively manage activities at different customers sites</li> <li>Aptitude for manual work</li> <li>Able to work under pressure</li> <li>Works effectively alone or as a team with colleagues (other technicians and engineers, administration, help desk agents, project teams, etc.)</li> <li>The candidate must possess good verbal and written English and French communication, and demonstrate ease in writing reports</li> <li>Has a commitment to service and customer satisfaction</li> <li>Very well organized and attentive to detail</li> <li>Good knowledge of software (Windows and Office suites)</li> </ul>	
CONTACT	cv@synmedrx.com	