

	<b>Number:</b>	
	<b>Version:</b>	01
	<b>Issued:</b>	2017/11/15
	<b>Approved by:</b>	Ronnie Filion
<b>JOB DESCRIPTION</b>		

<b>Job Title</b>	Field Service Technician (evenings)
<b>Company Description</b>	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.
<b>Duties and Responsibilities</b>	<ul style="list-style-type: none"> <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>

<b>Title of Immediate Supervisor</b>	Technical Service Supervisor
<b>Work Schedule</b>	40 hours; potential schedule 11AM to 7 PM
<b>REQUIRED QUALIFICATIONS AND EXPECTED RESULTS</b>	
<b>Education and Experience</b>	<ul style="list-style-type: none"> <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>
<b>Certifications</b>	None
<b>PERSONAL CHARACTERISTICS</b>	
<b>Qualities</b>	<ul style="list-style-type: none"> <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>
<b>CONTACT</b>	cv@synmedrx.com