

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

Job Title	Field Service Technician
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 style="list-style-type: none"> • Ensure preventive maintenance of our systems according to internal procedures • Offer a professional and courteous technical service, respectful of the client's environment • Perform hardware and software updates • Guide customers on the use and operation of the automation equipment • Prepare and write service reports and follow internal procedures to submit them • Gather customers' concerns and communicate them to the appropriate people to ensure customer satisfaction. • Actively participate in all quality initiatives aimed at improving our services to clients • Make courtesy visits to ensure customer satisfaction • Utilize diagnostic tools for the purpose of repairs of defective units • Bring technical recommendations to the operation team and participate in the continuous improvement process • Periodic travel to customers outside business hours • Offer periodic phone support to customers outside of business hours • Perform other related duties as required

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