



JOB OFFER SPECIALIST, APPLICATION SUPPORT

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.

MAIN RESPONSIBILITIES

- Master the different features of the applications we offer.
- Document the different features of the applications and the settings that enable or disable them.
- Support internal and external customers in their use of applications.
- Investigate complicated reported cases of use of the applications.
- Accommodate new features to test, learn, document and transmit them.
- Train internal customers on the different functionalities of the applications, by providing appropriate means (documentation, courses, ...).
- Collaborate closely with customers' IT vendors for the required IT developments (interface setup and other).
- Participate in the evaluation of requests for software improvements.
- Participate in the programming of the application for short and medium-term projects, reports of blister card labels and other application reports.
- Participate in the preparation of PCs and customer start-up data.
- Support complex data changes or client / PC environments.
- Participate in the quality assurance of the application products, test them and document them.
- Program tools, utilities to facilitate maintenance of PCs and customer data.
- Other related tasks.

REQUIRED PROFILE

- Technical Programmer Analyst or equivalent.
- Minimum of 2 to 3 years experience in second level support.
- Experience in programming and analysis of computer programs.
- Investigative capacity to analyse complex cases of application operation.
- Good knowledge of programming languages, including C++, Python, PHP, PL/SQL.
- Experience of WEB technologies an important asset.

Please send your resume to: cv@synmedrx.com