



**JOB OFFER**  
**SENIOR TECHNICIAN, TECHNICAL SERVICES**  
**WORKING HOURS: From 10:00AM to 07:00PM.**

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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 to calls from internal and external technicians, assist and support them before and during their interventions (coaching, technical assistance, equipment and logistics).
- Take level 2 calls and diagnose.
- Assign a technician as needed and have the required spare parts tracked/validated.
- Perform tests and validations in the workshop (R&D machines) for difficult problems.
- Document the problem-solving processes, enhancements and enrichment of the " video tutorials " library.
- Always monitor the subcontractor technicians during their interventions by calling, by connecting remotely and by using the cameras to validate the quality of the work done as well as to perfect their training if necessary.
- Offer solutions for recurring problems.
- Assist the technical supervisor in the follow-up of the internal technicians.
- Other related tasks.

**REQUIRED PROFILE**

- AEC or DEC in instrumentation and automation or industrial electronics technology.
- Minimum of 5 to 7 years of experience as a Technical Support Agent in a similar field.
- Experience in industrial robotics considered an asset.
- Perfectly bilingual, English and French / written and spoken
- Knowledge of the pharmacy environment is considered an asset
- Very comfortable with computers.

Please send your resume to: [cv@synmedrx.com](mailto:cv@synmedrx.com)