

Programmer Analyst I - Commercial Operations

Job ID: 00408586

Job Function

Information Technology

Schedule

Full-time

Location

United States-California
South San Francisco

Job type

Regular Employee

Company/Division

Pharmaceutical

Job Level

Experienced

Who We Are

At the Roche Group, about 80,000 people across 150 countries are pushing back the frontiers of healthcare. Working together, we've become one of the world's leading research-focused healthcare groups. A member of the Roche Group, Genentech has been at the forefront of the biotechnology industry for more than 30 years, using human genetic information to develop novel medicines for serious and life-threatening diseases. The headquarters for Roche pharmaceutical operations in the United States, Genentech has multiple therapies on the market for cancer and other serious illnesses. Please take this opportunity to learn about Genentech, where we believe that our employees are our most important asset and are dedicated to remaining a great place to work.

The Position

The Jr. Programmer Analyst position will be responsible for providing production support for one or more Managed Care and Customer Operations (MCCO) business application solutions (such as the Contract Administration & Reporting System, Government Price Reporting, Validata, eWorkflow, and Channel & Inventory Management systems).

Duties:

- Provides operational support for Managed Care and Customer Operations business applications, including ticket monitoring, troubleshooting, and deployments
- Diagnoses and resolves user-reported issues within established Service Level Agreement timeframes
- Assists other Programmer Analysts with projects and maintenance & enhancement (M&E) releases as needed
- Consults business users to identify current operating procedures and deliver against business and system objectives
- Monitors and troubleshoot application performance issues
- Maintains system support documentation
- Drives to complete assigned tasks and demonstrates accountability by contributing to

the completion of milestones associated with specific projects.

- Acts as an effective team participant and collaborates on team direction and decisions
- Performs other duties as assigned

Who You Are

- Good analytical skills - ability to define problems, collect data, establish facts, and draw valid conclusions
- Good interpersonal and customer service skills
- Ability to handle multiple tasks simultaneously and work with Technical Leads and Manager to get the appropriate priority level assigned to meet strict deadlines
- 2+ years hands-on experience with Java or any object oriented language
- Knowledge of database, SQL scripts
- Good written and verbal communication & presentation skills - effectively present information and respond to questions from clients, vendors and staff; ability to interpret an extensive variety of technical instructions in an architectural/functional diagram form
- Good knowledge of software development life cycle
- Knowledge of Salesforce.com is a plus

Education

Bachelor's degree in a computer-related discipline, mathematics or engineering is preferred.

Genentech is an Equal Opportunity Employer.