

Systems Specialist I - gRED Desk-side Support

Job ID: 00408759

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

System Specialist, gRED Desk-side Support

- The gRED Desk-Side Support Specialist supports multiple computing platforms such as Mac, Windows, Linux, and iOS in laboratory and desktop computing environments.
- The successful candidate will also apply networking concepts, printer troubleshooting, hardware and software troubleshooting knowledge and data backup technology in day-to-day operations.
- While working in a highly team-oriented environment, the gRED DSS Specialist will work to achieve defined metrics within the incident management and request fulfillment processes and also be a technical resource to junior team members.
- The successful candidate would also have the potential to lead team efforts.

Who You Are

Requirements:

- Strong knowledge of Windows and Macintosh operating systems. Linux/unix experience/familiarity is a plus.
- Experience working in a scientific lab environment and/or supporting laboratory instrument computer systems (hardware and software) strongly preferred.
- Strong knowledge of the Microsoft Office suite of applications, Google

applications, mobility platforms (e.g. iOS devices and Intermec PDAs), and wireline telephony devices and willingness to keep up with industry changes to the aforementioned platforms.

- Ability to perform Level 2 desk-side support work and Level 1 service desk (phone) work as assigned or as necessary to support the business.
- Familiar with network concepts and configurations (LAN, WAN, wireless, TCP/IP, Windows Networking).
- Ability to work in a metrics-driven environment and adhere to the organization's commitments to the business (SLA's).
- Ability to be a technical resource within the broader team on desktop support issues and as an SME for Research group support.
- Technical training certificates such as Apple certified desktop technician and Microsoft Certified IT Professional.
- Outstanding customer service and interpersonal skills
- Proven track record of working collaboratively in a diverse team environment.
- Proven track record of cross-functional collaboration and collaboration with vendors.
- Ability to give and receive constructive feedback.
- Ability to deal with ambiguity and drive for clarity.
- Ability to identify process improvements and drive change.
- Excellent organizational and prioritization skills to be able to manage competing requests and adherence to established deadlines.
- Ability to communicate clearly with technical and non-technical audiences both verbally and in writing.
- Seek to contribute to and achieve Roche's strategic vision and accomplish team goals.
- 3+ experience supporting laboratory instrument computer systems (e.g. HPLC, GC/MS, microscopy, etc.).
- BS degree in computer science or life science discipline preferred; high school diploma is mandatory. A comparable combination of education and experience may be substituted for college-level academic qualifications.

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