

## Senior Manager - ERP Demand & Production Services

Job ID: 00410327

### Job Function

Information Technology

### Schedule

Full-time

### Location

United States-California  
South San Francisco

### Job type

Regular Employee

### Company/Division

Pharmaceutical

### Job Level

Manager with Direct Reports

## 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 ERP Demand & Production Services team is part of the **ERP Demand-to-Supply (D2S)** team within the Pharma Informatics **Shared Platforms & Applications - ERP** organization. This global team provides SAP and non-SAP-based solutions and services to our Global Supply Chain (Clinical & Commercial) business function. These solutions include: SAP's APO (Advanced Planner & Optimizer), SNC (Supplier Network Collaboration), OER (Object Event Repository), AII (Auto-ID Infrastructure), and other vendor and custom solutions, along with integration to various manufacturing and other supply chain solutions.

The Head of ERP Demand & Production Services will provide global perspective and partnership and leverage knowledge across the Roche Group in order to better enable our Supply Chain business to achieve their goals. They will also drive customer demand management, people management, project management, solution development, maintenance, enhancement, and operational support. In collaboration with the business, they will develop strategies and plans that maximize the ROI from the use of our solutions.

The Head of ERP Demand & Production Services is accountable for the management and leadership of a team of IT professionals located in Basel, Switzerland and South San Francisco, California, USA, along with the management of shared services resources in Poland and outsource resources - both onsite and offsite. This position can be based in

Basel, Switzerland or South San Francisco, California.

As a member of the ERP D2S Leadership team, the Head of ERP Demand & Production Services will:

- Develop, manage, communicate, and plan effectively to ensure alignment with, and clear understanding of strategic and operational goals of our customers.
- Collaborate with IT colleagues to ensure that workforce plans, vendor management, budget management, customer change management, staff performance management and other internal processes are conducted professionally and in the best interests of our customers, teams, and other stakeholders.
- Keep abreast of technical developments that may have application in the Pharma / biotech industry, and promote the use of those that provide strategic business benefits.
- Govern, prioritize, and deliver a portfolio of projects that are aligned with the our business strategy and technology roadmaps.
- Ensure team actively manages incidents, service requests, and change queues in compliance with Roche processes.

## **Who You Are**

You're someone who wants to influence your own development. You're looking for a company where you have the opportunity to pursue your interests across functions and geographies. Where a job title is not considered the final definition of who you are, but the starting point.

In hiring new employees, we look for people who are also inspired by our mission and who would fit in well with the collaborative and entrepreneurial spirit of the company culture. Because we know that employees are critical to our success in bringing novel medicines to patients, we are dedicated to remaining a great place to work and to providing employees with programs, services and benefits that allow them to bring the best to the business and to their personal lives.

For this position, you bring the following qualifications and experiences:

- Demonstrated prior experience effectively collaborating with customers and cross-functional teams to deliver superior business outcomes.
- 7 - 12 years appropriate IT experience across multiple business areas or technical domains with a track record of introducing new ideas and concepts.
- 4 - 7 years people management experience.
- Highly customer-focused, with demonstrable stakeholder management experience and passionate about delivering high quality innovative solutions and services that meet business needs, which are readily scalable.
- Significant IT delivery experience - programs/projects and/or services, preferably in a regulated environment.
- A proven track record of running high performing environments, including virtual teams. Innovative, responsible, and reliable with a highly developed strategic mindset.
- Able to contribute at a functional leadership level beyond own immediate area of responsibility with strong communication skills and ability to forge relationships with a wide range of colleagues across the globe.
- Experience in managing change initiatives with the commitment to implement change internationally.
- Flexibility to travel for up to 25%.

- Strong communication skills; inspiring and empowering leadership style.

Genentech is an Equal Opportunity Employer.