

Programmer Analyst - Safety Risk Management

Job ID: 00410554

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

A multi-talented Informatics specialist in San Francisco is needed for the Global Pharma Informatics Safety Risk Management team. In this role you will work closely with the Business System Owner, users, development and support teams, vendors and service providers to provide an excellent service for the Drug Safety Systems globally.

A true multi-talented professional is required – willing to play multiple roles as required within a dynamic global team – to ensure optimal support, service and application delivery to our internal customers. You will act in multiple capacities such as service manager, solution life cycle manager and business analyst. Activities you are likely to be doing in this role are (but not limited to):

- Ensure Support globally is seamless and following our Global Support Model - your primary responsibility will be the users in the Americas (North, Latin and South America), however you and your team may need to deal with critical incidents not resolved by the team located in the EU.
- Work in close collaboration with other Delivery Service Managers to ensure global support and prioritization of incidents and assignments
- Work closely with business users, business system owner and informatics to keep all stakeholders abreast of any significant impact and changes to the systems.
- Ensure the validated state of our systems and ensure compliance with applicable

SOPs and policies governing the systems and processes.

- Provide business process support by understanding existing business processes, and offering advice, implementation of changes or reconfiguration to meet business objectives.
- Provide technical support and trouble shooting for our Safety Risk Management applications.
- Work in collaboration with business to identify business solutions and requirements for new functionalities, and performing impact analysis on systems and processes, and potential ongoing projects
- Work with vendor/service providers to ensure compliance with SLAs and support in service improvement initiatives.
- Develop excellent relationships with all layers of business
- Participation in systems projects
- Openness to take on new tasks and challenges outside the formal role description corresponding to skills and capacity

Who You Are

- Bachelor's degree or equivalent work experience in computer sciences, software engineering or similar
- 5+ years' experience with proven track record of running high performing environments in multiple technical or business domains
- Direct experience working with or implementing products from Aris Global (ARISg, agXchange)
- Experience working with document management systems and web applications is an advantage
- Well versed in Service Management and ITIL
- Relevant Technical expertise to support root cause analysis and incident resolution
- Excellent customer relationship management skills, a service minded attitude and ability to translate informatics term to a business relevant language
- Relevant business knowledge, especially of business processes in the area of Drug Safety and Safety Risk Management
- Excellent written, verbal and presentation English skills
- Flexibility to travel for up to 10% of the time (domestic / international)
- Flexibility to work outside of normal working hours or on call arrangements to provide support 24/7 for emergency incidents.

Genentech is an Equal Opportunity Employer.