

Senior Manager - IT - Manufacturing Site IT Lead (Vacaville)

Job ID: 00411351

Job Function

Information Technology

Schedule

Full-time

Location

United States-California
Vacaville

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 Manufacturing Site IT Lead is the primary IT point of contact for the Vacaville Biotech Manufacturing facility leadership team: an escalation point for issues, business partner on opportunities, communications channel between the site and Pharma Informatics and an active participant in the Global / Regional IT management of change process.

This position also has leadership and management accountability for two virtual teams: An Application Support team that focuses on the support of Local and Regional Manufacturing and Engineering solutions, and a Tools Team that develops and maintains small custom applications for Manufacturing Sites.

Primary Accountabilities

Engagement:

- Matrixed to a member of the Plant Manager's leadership team, and expected to contribute cross functional leadership and expertise to the success of the site
- Expected to build and maintain close business relationships with site leaders and stakeholders
- Expected to understand the local Biologics manufacturing site business strategy, objectives and priorities, and communicate appropriately within Informatics

- Advise Site Leadership on Pharma Informatics policies and opportunities
- Represents the customer's view in the overall Pharma Informatics portfolio discussions and informs them about portfolio decisions
- Represents Site in Manufacturing Site IT Lead forum, contributing to cross site initiatives as assigned

Service and Project Delivery:

- Collaborates closely with the global delivery solution centers
- Develops and manages the Biologics manufacturing site Informatics portfolio in alignment with the global business objectives and governance processes
- Drives efficiency by utilizing globally defined best practice processes for Informatics operations
- Follows defined working processes and standards (Corporate, Biologics and Informatics) in the execution of daily duties and job function
- Aligns local activities and solutions with global ones and vice versa
- Works with Global IMs and Solution Center Managers to create solutions and initiate projects
- Ensures true end-to-end services
- Manages local vendor relationships, service levels and contracts where applicable
- Monitors services and provides regular service reports to the Global Information Managers, delivery and business clients

Alignment:

- Ensures standardization of applications by promoting shared processes, data harmonization and architectural compliance where possible
- Ensures that the shop floor and lab systems are optimally operated at the site
- Ensures the applications fit the needs and capabilities of the customer's organization and SLAs are defined and supported as well as systems remain validated and documentation is maintained
- Ensures standardization of applications and promotes shared processes, data harmonization and architectural compliance where possible

Management:

- Coordinates the analysis, design and development of Tools projects, upgrades, and the deployment of new services or products
- Manage support of ~40 local, regional and global applications
- Manage production and internal escalations
- Manage M&E (Maintenance & Enhancement) process for Local / Regional Manufacturing and Engineering systems
- Manage external consultants and near-shore (e.g. ADMD) resources to supplement team
- Manage, coach and support development of individual team members' careers
- Appraise team and individual performances
- Manage operational and project budgets of the team
- Participate in the Leadership Team for the PT Biologics IT organization

Who You Are

Required - the successful candidate must:

- Be educated to bachelor's degree in Computer Science, Engineering or a business

field, or equivalent experience

- Have 5-10 years broad IT experience across Infrastructure and Application areas, including leadership roles on projects and service delivery
- 3-5 years of people management experience
- Strongly influence with or without authority, facilitate groups with diverse perspectives, bring teams to consensus/alignment
- Take accountability for actions, drive results, learn from mistakes
- Be direct and truthful and therefore widely trusted – delivers on promises, goals, and expectations
- Make quality decisions and resolve problems rapidly
- Communicate effectively at all levels of the organization, able to teach and present complex and/or new ideas with clarity and simplicity
- Possess excellent planning and prioritization skills with the ability to multitask and adapt
- Synthesize large amount of information, deliver results despite shifting environment and operate with a high degree of autonomy
- Be able to identify problems, define problem statement clearly and accurately and apply structured and disciplined methodology to identify data-driven root causes
- Be innovative and effective in solution development, risk mitigation, and execution
- Have excellent customer, quality, cost and delivery focus with experience in SLA definition and monitoring
- Demonstrate knowledge and interest in business processes IT service management certification or understanding of concepts desirable
- Excellent English language skills
- While position is based at the Vacaville site, the nature of the global organization may require up to 20% domestic / international travel

Preferred - useful experience for successful candidate:

- GxP systems implementation or software development life cycle as well as supporting project and validation methodologies
- Professional experience in the pharmaceutical industry and expertise in GxP and regulations such as 21 CFR Part 11
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