

Senior Specialist - Client Support Acceptance

Job ID: 00411729

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

Act as the main point of contact between Solution Owners, Project Managers and the Operations Support team in the release or implementation of new services, applications or products into production. Ensures smooth transition of new Operational Services and provides implementation support for the Regions

- Ensures tools, processes and procedures are in place to enable the Regions to support new services, applications and products
- Coordinates with the AE&O Support Processes & Continuous Improvement team and the Regional Account Managers on the release and design of new services, applications and products into production
- Develops methods to track and monitor the Service Health and provide initial reporting
- Acts as the main point of reference and is consulted in Operational AE&O IT projects that impact the tools, processes and technologies used in the Operational Teams in the support of AE&O provided services
- Develops Training material for new Services in collaboration with the solution owner and coordinates the Trainings with the Regional Account Managers
- Assists the Site Implementation Team during the integration of new sites or

- acquisitions to ensure Processes, Training and Regional/Local Support is in place.
- Coordinates with the Support Processes & Continuous Improvement Team, the AE&O operational Teams and the Regional Account Managers to ensure tool and Process availability for a upgrade to an existing service, new service release or implementation
- Ensures and coordinates knowledge base updates with any required information to support a release or implementation
- Ensures Training material availability on new processes and procedures and coordinates Trainings in cooperation with the Regional Account Managers
- Reviews project plans with the Solution Owner or Project Manager for transition planning and provide feedback to ensure a smooth release or implementation.
- Provides reports and monitoring on the impact of releases and implementations on the AE&O operational Teams and the Regional and Local support teams and drives improvements until normal operations are achieved
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- Works with Solution Owners and Project Managers to ensure that requirements of the Operational Teams and the Regional/Local Support teams are represented and understood
- Ensures efficient processes for Operational and Supporting teams and establish an aligned incident escalation chain to reduce escalations.
- Push automation opportunities for request and change management, reduce escalation of incidents by enforcing Knowledge management usage and validation of KM data.
- Establish early reporting and Service Health metrics with trending information on incidents, requests and changes.

Who You Are

- Degree in Computer Science, Engineering or related discipline or equivalent working experience
- 6 - 10 years professional experience in the area of IT Infrastructure, Service Desk or Operations in multiple technical or business domains.
- Project management experience
- Solid communication and interpersonal skills and the ability to work in a team environment
- Proven customer service skills
- Excellent organizational skills and documentation skills
- Proven ability to troubleshoot and analyze problems
- Experience working in virtual cross functional teams
- Fluent verbal and written English language skills

Special Requirements:

- Flexible working hours
- Willing to travel
- Excellent communication skills combined with training skills
- Experienced working in a global environment

Genentech is an Equal Opportunity Employer.