

Data Management Manager / Sr. Manager

Job ID: 00412212

Job Function

Marketing & Sales Training & Development

Schedule

Full-time

Location

United States-California
South San Francisco

Job type

Regular Employee

Company/Division

Pharmaceutical

Job Level

Manager without 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

Data Management Manager / Sr. Manager

Data Management Manager / Sr. Managers act as subject matter experts and lead contacts for Commercial Operations' Customer Master Data. The Master Data Management function and team are responsible for development and management of all Commercial Operations' Customer Master Data operations and projects, including analyzing and matching master data with customer data, reconciling and validating data, systems or database upgrades and ongoing management, attending to ad hoc data requests, and leading and/or participating in special data projects that impact Commercial Operations' Customer Master Data. Like other Data Management teams, Master Data Management works closely with a host of internal partners, including Genentech's Commercial Operations Informatics (gCOI), as well as external data or IT vendors/consultants. Data Management Manager / Sr. Managers are typically assigned the largest or most complex projects or other operations to support and they may also people management responsibilities for one or more direct reports. Incumbents in the Data Management Manager / Sr. Manager role, as all other employees, are fully accountable for compliance with all laws, regulations and policies that govern the conduct of GNE activities. As a manager of others, the Data Management Manager / Sr. Manager is not only accountable for his/her own compliance, but also for the compliance of all individuals in his/her team. As such, leads the way and leads by example by

demonstrating full knowledge and commitment to all applicable policies. Monitors adherence to company policies and guidelines and acts according to established procedures to ensure all issues are addressed and resolved as required.

Incumbents in the Data Management Manager / Sr. Manager role are generally expected to:

- Act as lead subject matter expert for Commercial Operations' Master Data Management operations and projects. Including leading and/or otherwise supporting the largest and/or most complex projects or other operations:
 - Identifying new business rules to support best-in-class customer master data
 - Expertly leading data analysis, extraction, matching, reconciliation and validation activities with the highest possible levels of accuracy and timeliness
 - Consistently complying with all Genentech IT protocols, procedures, standards and other relevant business requirements
 - Expertly fulfilling other ad hoc requests and leading special data projects, which includes upgrading and launching new systems or upgrades
 - At all times, ensuring all work is completed on-time and on-target to fully meet or exceed expectations, goals and targets
 - Developing and maintaining excellent working relationships with customers, partners and other stakeholders; providing the highest quality customer service and following established departmental protocols, policies and procedures
- Act, and is accountable for others in his/her team acting, in complete & total compliance with all laws, regulations and policies
- Manage the overall relationship with master data vendors
- Utilize only approved resources and messages to meet goals and targets
- Where assigned, recruit, hire, and develop direct reports, as well as oversee their work to ensure assigned goals, objectives and targets will be met or exceeded
- Effectively and efficiently train end-users and/or other customers, partners or stakeholders on Commercial Operations' Customer Master Data operations, content, usage, applications and the like
- Support his/her manager and other team members in training and mentoring less experienced analysts
- Participate, as and when needed or otherwise appropriate, in cross-functional or other project teams; helping the overall business of Genentech to continuously evolve, improve and excel

Who You Are

- Bachelors Degree
- MBA or other related graduate-level degree is a plus
- 8 or more years' previous experience in data management, IT/MIS project management or business analysis, preferably gained within the pharmaceutical, biotechnology or related industry (includes previous consulting experience)
- Previous experience with the implementation of master data stewardship and governance in pharmaceutical or related industry is strongly preferred
- Previous experience with pharmaceutical commercial data, such as IMS DDD, IMS Xponent and IMS HCOS is strongly preferred
- Must demonstrate knowledge of, or aptitude to learn, business information systems, databases and business analytics relevant to the pharmaceutical/biotechnology industries
- Previous people management experience is a plus
- Must demonstrate outstanding knowledge of statistical analysis and database

- concepts, as well as strong knowledge of the overall software development lifecycle
- Previous Genentech or big bio-pharma experience is strongly preferred
 - Previous experience in other functions within the pharmaceutical, biotechnology or related industry is strongly preferred, e.g., commercial operations, field sales or sales management, field sales operations, field account management, product marketing, market planning, strategic planning, etc.
 - Proven track record for consistently meeting or exceeding qualitative, as well as any relevant quantitative, targets and goals
 - Business travel, by air or car, is required for regular internal and external business meetings

Genentech is an Equal Opportunity Employer.