

Client Technology Analyst II – Desktop and Device Technology Life-Cycle Management

Job ID: 00413337

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

This role provides technical and business leadership to IT and our internal business partners; its primary focus is developing and improving business processes. The individual acts as a business relationship manager responsible for the collection, analysis, review, documentation, and communication of business requirements and needs. The individual also acts as a liaison between IT and business units or vendors, establishing relationships with employees and key stakeholders. The individual is responsible for designing solutions with architecture, engineering, and various IT entities. The role also assists with the development of metrics, both within the technology and business organizations. The solutions must be developed at the best possible cost and aligned with customer and business needs. The individual oversees the development and implementation of corporate standards, technology architecture, technology evaluation, and life cycle. To be successful, the individual must possess a combination of business, technical, and leadership skills. This requires an understanding of customers' business needs, processes, and functions. They also need a solid knowledge of IT infrastructure, architecture, applications development, and support. In addition they must possess excellent communication skills and the ability to influence others. They must be able to quickly assess the impact of technical issues on the business and

make decisions appropriately

Who You Are

Strong technical skills, systems and requirements analysis

Ability to learn new technical concepts and systems

Ability to translate a strategic architectural plan into a tactical operational plan

Ability to influence and ensure efficient and effective delivery of operational plans

Experienced working in a project environment and ability to manage and run projects

Applies a broad knowledge of principles, practices, and procedures around IT and the business.

Bachelor's degree in Computer Science, Information Systems, Business Administration or other related field or equivalent work experience.

5+ years of relevant technical and business work experience

Experience working with virtual teams

International mindset with clear goal orientation

Multicultural and international experience and scope

Demonstrates customer, quality, cost, and delivery focus

Strong verbal and written communication skills

Excellent command of the English language

ITIL foundation certification

Special Requirements:

Advanced reading, writing, listening and speaking English skills

Flexibility to travel for up to 25% of time including outside of home country

Flexibility to work outside normal working hours

Genentech is an Equal Opportunity Employer.