

## Delivery Service Manager

Job ID: 00413388

**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

The PD Biometrics and Clinical Sciences Informatics (FPPO) team is looking for a highly skilled Delivery Service Manager, who will support the Biostatistics, EpiPRO, and Thesaurus Management systems area. This candidate will be able to deal with a diverse and multicultural, global team in varied time zones, who is proactive, outgoing and detail-oriented with excellent problem solving, and written/verbal communication skills.

Further responsibilities are:

- Applies complex procedures and defined standards to meet current business, customer and technical requirements and leads others in resolution of complex problems.
- Leads specialist resources on technical issues within the domain on content and provides detailed analysis of the operations and opportunities for improvement.
- Develops business/technical critical know-how within area of expertise for the function and is familiar with opinion leaders in the field. Assists in the development of others know-how by passing on knowledge of tools and techniques.
- Supports day to day operations and / or implementation of projects within area of technical expertise, contributes to the implementation planning and may execute some

aspects of that plan. Accountable for roll-out of new services or enhancement to existing services.

- Manages incident and problem management processes, release and configuration management according to ITIL. This includes continuous improvement for the management of the services. Acts as the initial point of escalation for incident, problem and change management for the Business Representative (e.g. Business Lead)
- Administers change control procedure and processes. This includes the management of the change control board and oversight of the approved change
- Is well-versed in vendor management and can look for new opportunities to optimize our vendor contracts and relationships.
- Is familiar with Statement of Work (SOW) and procurement processes
- Is customer-focused and able to track problems/issues to their resolution with the appropriate level of follow-up to the user community
- Builds and maintains good working relationships with the Business Representative and the client business base , monitors services and providing regular service reports to the FPPO management and business clients

## **Who You Are**

- Bachelors degree or equivalent work experience in computer sciences, software engineering or similar
- 5 - 9 years of professional IT or other experience preferably within multiple technology or business domains
- Prior experience in Operations in a specific technology or in another field if a non-application or technical domain. Experience in a service management role supporting Regulatory Affairs services is a plus.
- Experience with ITIL, Service Management is required and the pharmaceutical industry is desired
- ITIL Foundation Certificate and ITIL Managers Certificate is desired
- Fluent English skills (written and spoken)
- Flexibility to travel for up to 25% of time including outside of home country. Flexibility to work outside of normal working hours or on call arrangements to provide support 24/7.

Genentech is an Equal Opportunity Employer.