

## **Systems Administrator II - Packaging & Deployment Service Analyst**

Job ID: 00413396

### **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**

In this position you will be responsible for managing a framework which allows you to control, administer and deploy many different packages to our Mac population. You will be charged with managing our inventory/asset management system and responsible for local user policy enforcements, deploying packages, updates and applications, image creation and deployments. You will be performing thorough internal testing, working with team members on quality assurance and distribute the software via System Casper to the production environment. In addition to software packaging, this role requires a strong JSS Casper Suite software distribution foundation with the ideal candidate having experience in implementation of machine based distributions on a global scale.

- Defining desktop hardware standards and work with engineering to secure the standard corporate image.
- Implementation and design of software distribution through Jamf/Casper and support distribution points.
- Assist application owners with the planning for the certification and deployment of new or upgraded applications including assisting with the creation of install instructions and test scripts.
- Communicate and collaborate with other IT services providers especially in the

supporting areas and project/portfolio managers and ensure that every affected group is communicated to and has signed-off on the stability and readiness of the application/software.

- Participate in all aspects of the application lifecycle for applications supported within the OSX workstation environment. This includes research, analysis, testing, certification, documentation and support.
- Assist in providing 2nd and 3rd level support with any application issue once deployed.
- Work with engineering to develop strategies for Genentech's operations management.
- Work with engineering to design and deploy solutions to the desktop.
- Interact with vendors and functional teams in order to restore services and correct core problems.
- Perform daily administration, configuration, application integration, functional specifications and development tasks for infrastructure technologies and services.
- Handles and tracks routine incidents and problems and develop support procedures, technical documentation and other related documentation
- Develop best practices and deployment services for reuse across the enterprise.
- Monitor trends and use the information to suggest and develop continuous improvements to the operations of the solution.
- Work with engineering to document and optimize current infrastructure environment.
- Under limited supervision, responds to and diagnoses problems for enterprise-managed applications and systems and/or routine hardware, software, and network problems.
- Ability to work in a virtual team atmosphere while being self-motivated with minimum direction in a fast paced environment; as an integral part of a virtual team, you will work closely with other Team members and supporting departments across the globe

It is expected and required that he/she has current knowledge of business processes and IT industry trends and developments. He/she is expected to have excellent inter-personal and project management skills and team work experience with operations and support staff. Have delivered and deployed a number of IT services, systems and components. Additional experience and knowledge of Microsoft System Center Configuration Manager or JAMF Casper Suite and related infrastructure.

The person must have a minimum of 5 year's experience working in a medium to large company performing infrastructure implementations and operations and excellent knowledge and experience working with information management disciplines such as: server, storage, security, integration and applications.

## **Who You Are**

- You have 5 years experience in IT, related to providing support managing workplace services with experience in a regulated environment.
- You have 2 year's experience in packaging and patching application software via Casper.
- Customer focus is at the center of what you do, aiming to meet the needs of end users however far away they may be.
- You are able to plan the needed steps to fill responsibilities and to meet Team goals; ability to multitask and easily adapt to the changing priorities.
- An understanding of group policies and preferences and how these affect applications and their distribution. In-depth knowledge of Active Directory is also essential.
- You skillfully communicate to groups and individuals around the world either in person or through various collaboration channels.
- You network and build professional relationships that add positive value to the

organization's capabilities.

- You have an international mindset, are flexible to communicate / attend meetings outside normal office hours and are willing to travel for your work (up to 10%)

#### QUALIFICATIONS:

- MAC OS X, JAMF Casper Administration experience required
- Mac OS X Server 10.6 and 10.7 experience required
- Casper Suite experience in Enterprise class environments required
- MCSA or Higher required
- ACTC or Higher required
- Certified Casper Administrator (CCA) required
- Certified JSS Administrator (CJA) required
- Tomcat Administration experience required
- Knowledge of scripting (Python, Bash and Apple Script)
- MySQL Administration experience required
- Unix experience required
- Microsoft Active Directory experience required
- Strong understanding of Virtualization technologies
- Excellent customer service skills required
- Excellent Verbal and Written communication skills required
- Able to work both independently and within a tight-knit team environment
- Ability to effectively multi-task in a high-activity , high-performance atmosphere

Genentech is an Equal Opportunity Employer.