

Senior Analyst Data Management

Job ID: 00413591

Job Function

Sales Operations

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

Data Management - Field Operations Manager
Data Management – Field Operations Manager is a subject matter expert and lead contact for FOIM's sales data support process. The Data Management – Field Operations function is responsible for the processing of quality, accurate and timely sales information used by Genentech Commercial Operations. This is a critical role responsible for QC and validation, report development, and resolution of data issues. The position requires working closely with cross-departmental teams to ensure sales and customer data meets quality standards for field incentive compensation, reporting and analytics. Timely and clear communications to internal stakeholders is critical. Proactive communication with the broader organization around data or market events resulting in data anomalies is required. A successful candidate will possess advanced expertise in pharmaceutical data analyses to quickly identify issues. Expertise in IMS data and industry 867 data is a must. The Data Management – Field Operations Manager will be responsible for operations and projects; includes analyzing and matching of customer records, reconciling and validating sales data, system and database upgrades and ongoing management, attending to ad hoc data requests, and leading and/or participating in special data projects impacting FOIM Data Management – Field Operations. Like other Data Management teams, Field Operations works closely with a host of internal partners, including Genentech's Commercial Operations Informatics (gCOI), as well as external data or IT vendors/consultants. Incumbents in the Data Management – Field Operations Manager role, as all other employees, are fully accountable for compliance with all laws, regulations and policies that govern the conduct of GNE activities.

Key Requirements: 1. Compliance, Knowledge & Skills

- Follows all laws, regulations and policies that govern the conduct of all activities. Is accountable for being fully knowledgeable of all relevant policies and for abiding by these
- Does not compromise ethics or integrity, or undertake legal risks while pursuing business goals
- Asks questions when in doubt
- Demonstrates leadership among peers and subordinates by consistent application and modeling of the appropriate compliance, behavior and conduct
- If applicable, is required to obtain and maintain full proficiency and knowledge of disease state, product and other aspects or issues as provided for and mandated by the company

2. Planning & Development

- Act as a subject matter expert and a lead contact for FOIM Data Management – Field Operations production processes and projects
- Stays abreast of Commercial Operations and other business developments, to include external marketplace changes/developments, and uses where appropriate data to support recommendations to improve processes
- Recommends new opportunities to his/her manager and other business partners/stakeholders. Where approved, leads the development/implementation process for such new opportunities
- Works with manager, team members, gCOI, others in FOIM, other internal customers, partners and stakeholders and external vendors to review business requirements for Commercial Operations validation and sales data and plan for any new or updated data sources, systems, databases, interface, processing methods and/or reporting mechanisms
- Works with manager, team members and others to develop appropriate departmental plans and goals to address customer requirements. Where applicable, develops detailed project plans and participates in evaluating necessary resources
- Participates in other planning and development meetings within FOIM and other Commercial Operations groups
- Participates in departmental policies & procedures development, which may include development and documentation of Standard Operating Procedures (SOPs) or other relevant guidelines. May take the lead role in departmental policies & procedures development, as assigned
- As appropriate and assigned, independently leads departmental or customer projects

3. Operations

- Consistently applies and adheres to FOIM's Stakeholder Framework methodology, principles, practices and standards
- Responsible for data vendor relationship management
- Responsible for routine and ad hoc data extraction, analysis, matching, reconciliation and validation
- Helps customers, partners and stakeholders determine appropriate architecture, structuring, business names and definitions, business rules, etc. Also helps to identify any conflicts with existing data models and rules and recommends potential solutions to such
- Provides ongoing data subject matter expertise and consulting to internal customers, partners and stakeholders
- Participates in various data or systems projects, as assigned; working with a host of internal customers, partners and stakeholders. May take the lead for implementation of development projects, and/or partner with others during implementation phases
- Where applicable, ensures an appropriate implementation plan is developed, reviewed and approved by manager and other internal partners/stakeholders prior to implementation activities being executed. Implementation plans for development projects will include such things as: 1) training for end-users or other customers, partners and stakeholders; 2) procedures/processes, steps and responsible parties for managing systems or database malfunctions; and 3) ongoing maintenance and regular quality testing
- Produces and disseminates a calendar for projects and routine data activities
- Seeks regular internal customer or other partner/stakeholder input; assuring at all times that

his/her work is of the highest quality, on-time and on-target to meet or exceed objectives, goals and expectations

- Ensures timely and accurate completion of routine and ad hoc duties so that completion complies with all Genentech IT protocols, procedures, standards and other relevant business requirements
- At all times, ensures proactive and regular communication with internal customers, partners and stakeholders
- Prepares and delivers various internal business presentations
- As applicable, manages external vendor partners providing support to Group Manager, Data Management – Field Operations. Ensures timely, on-target and within-budget deliverables
- As needed or otherwise appropriate, supports other teams in SOIM in their ongoing work and projects
- Works with manager, other team members, and/or other partners, to continuously review departmental processes, procedures, tools and other resources to ensure best practices, optimal efficiencies and effectiveness across the team and department
- Supports his/her manager and other team members in ongoing training, mentoring and coaching of less experienced analysts
- Completes reporting and other administration, as and when needed, assigned, or requested
- Attends team/departmental and other meetings. Prepares in advance and actively engages to share information, convey business updates and the like; also uses to learn of activities undertaken by other and best practices

4. Cross-Functional/Project Support/Participation & Personal Development

- Supports, as and when assigned, on wider goals/objectives or projects. As such, may act on cross-functional teams assigned with a specific mission or role, and may be asked in such capacity to represent the Group Manager, Data Management – Field Operations position specifically and/or for other, specific activities. In addition, is expected to recommend appropriate opportunities to participate on various teams, and/or complete special projects that will help further the success of Data Management – Field Operations, the broader FOIM group, Commercial Operations or Genentech overall.
- Actively identifies and participates in various training & development programs and other offerings, groups or activities that will enable continued development of his/her technical skills as well as product and business knowledge.

Who You Are

- Bachelors Degree
- MBA or other related graduate-level degree is a plus
- Average of 5 or more years experience in Pharma / Biotech industry
- 3 or more years' previous experience in specific Pharma / Biotech data management or business analysis
- Must demonstrate knowledge of business information systems, databases and business analytics relevant to the pharmaceutical/biotechnology industries
- Must demonstrate outstanding knowledge of database concepts, as well as strong knowledge of the overall software development lifecycle

- Previous experience in other functions within the pharmaceutical, biotechnology or related industry is strongly preferred, e.g., commercial operations
- 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.