

## SAP HCM Technical Analyst

Job ID: 00413698

**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

Position requires an experienced Human Capital Management (HCM) Technical Analyst with demonstrated work experience on multiple project and support environments. This role will require ability to manage complex solutions in a high-pressure, fast-paced environment in close coordination with the customer. Excellent customer orientation is critical to the role because position is face to the customer.

Specific responsibilities include:

- Heavy focus on end user support; Consulting related to HR system functionalities
- Collaborate with business users, end users, system architects, developers, vendors, and engineers on system solutions.
- Day to day system administration, application monitoring and proactive issue resolution
- Analyzing and resolving IT Incident in co-ordination with Shared Service Centers (SCC) and IT partners.
- Managing standard pre-approved change requests. Change requests will require system configuration or coordination with solution delivery team.
- Refresher trainings (focus on usage of current functionality)

- Creating and maintaining knowledge management in close collaboration with local IT Service Desks and Employee Resource Center (HR).

## **Who You Are**

In hiring new employees, we look for people who are also inspired by our mission and who would fit in well with the collaborative, rigorous and entrepreneurial spirit of the company culture. Because we know that employees are critical to our success in bringing novel medicines to patients, we are dedicated to remaining a great place to work and to providing employees with programs, services and benefits that allow them to bring the best to the business and to their personal lives.

- Bachelor's degree in Computer Science, Information Systems, Business Administration, or other related field or equivalent work experience
- Strong SAP HR (or equivalent) skills required (5+ years of experience); ability to configure is a minimum requirement; SAP BI skills are considered an advantage.
- General understanding of ABAP programming, Webdynpro ABAP
- Knowledge in ESS/MSS applications
- Strong understanding of HR data model, processes, and data flows. Demonstrated ability to quickly learn the business in-depth
- Quick to learn, self-motivated, accountable
- Willing to work non-standard hours as necessary and willing to assist/manage tasks outside of job description

Genentech is an Equal Opportunity Employer.