

## Senior Network Operations Manager

Job ID: 00413741

### Job Function

Information Technology

### Schedule

Full-time

### Location

United States-California  
South San Francisco

### Job type

Regular Employee

### Company/Division

Pharmaceutical

### Job Level

Manager with Direct Reports

## 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 Network Operations Manager will be responsible for providing leadership and technical guidance to a team of Network Engineers throughout North America. He/She will ensure timely response to all alerts, resolving or escalating issues as appropriate while working closely with internal customers to assure continued quality of service. The Network Operations Manager will lead various transformative Network initiatives (Network redesign, infrastructure upgrades, new buildouts), both strategic and tactical in nature, that will address our most important challenges including scalability, stability, and an increasingly complex network. He/she will manage the network in accordance with identified service level agreements (SLA), KPIs, policies, and procedures. This individual is key in maintaining the highest level of service for our customers, both internal and external. Additional responsibilities include:

- Delivery services include long range planning, project management, internetworking, network monitoring, capacity planning, asset management, problem management and change management.
- Project responsibilities include managing the North America Network project portfolio approval process; managing project managers and their project activities; monitoring project status; acting as an escalation point for risk mitigation and issue resolution; and tracking project deliverables, schedule and budget to ensure successful project outcomes.

- Develops annual budgets, and life cycle maintenance projects in order to maintain the corporate network infrastructure.
- Works with our Network Architecture and Engineering organizations to develop initiatives to ensure the strategic fulfillment of business needs, lifecycle management, and continuous improvement, as well as overall customer experience and satisfaction for a specific solution.
- Is responsible for leading (and providing direction for) many vendor initiatives, contracts, and service negotiations. Works closely with vendors, monitoring service delivery, evaluating new technologies, products and services to better position the company from a data networking perspective.
- Constantly reviews and refines support documentation, processes, and procedures.
- Reports on SLAs and metrics for the performance of the network

## **Who You Are**

- BA or BS degree in Information Systems, Computer Science or related field, or equivalent work experience.
- 8-10 years of Technical Leadership experience in IT organizations with 6 years of management experience leading diverse technical staffs in data environments including experience:
  - Diverse 24x7 Network Operations teams
  - Leading large technology initiatives
  - Managing multiple vendors relationships
- Strong project management experience. Must possess skills to direct efforts of project teams.
- Excellent verbal and written communications skills, including the ability to translate complex technical concepts into understandable terms and is able to tailor communications to various types of audiences. Good at mediating and facilitating communications between others.
- Demonstrated ability to strategize and implement complex technical processes and procedures in operations environments.
- Strong problem solving and negotiations skills.
- Experience working to strict SLAs.
- Familiarity with technologies such as routing, switching (preferable Cisco), DNS/DHCP, 802.11N, Load Balancing, TCIP/IP, and firewalls.
- Advanced knowledge of Network Operations.
- Regulated industry experience preferably in Pharma/BioTech.

Genentech is an Equal Opportunity Employer.