

Principal Contact Center Engineer

Job ID: 00413742

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

This South San Francisco, CA-based position has the responsibility for operations support of all Pharma and Diagnostics Contact Center infrastructure in the North America (NA) region. This includes 39 contact center groups across two (2) main campuses and six (6) additional sites, handling over 5 million calls in addition to a large number of fax, email and other interactions per year. This individual is a thought leader and strategist and will have a deep understanding of contact center technologies and processes. He/She will work on unusually complex technical problems and provide solutions, which are highly innovative and ingenious. This individual will serve as technical lead on large-scale enterprise project teams, that will transform how our contact centers are currently doing business. He/She will work with IT Architecture to evaluate and analyze emerging technology associated with delivery of voice calls and other interaction channels and corresponding data as well as influence the development of contact center roadmaps and strategies in order to meet the business needs within the NA Region. It is critical that this person understand the individual needs of each line of business within the NA Diagnostics and Pharma contact center business units. This position requires a solutions-oriented individual who can be dedicated to serving the business by leveraging technical expertise, strategic planning, clear business understanding and excellent communication and collaboration skills to deliver first-class voice and contact center infrastructure and support.

This position will help consolidate the current disparate NA Contact Center solutions into a

single regional, centrally supported platform that will meet the current and future needs of the business.

You will have the following key responsibilities:

- Operate as the SME and process owner for Contact Center Solutions in NA
- Key contributor in strategic planning and development of annual goals, budget and objectives for NA Voice Services
- Key contributor to TAF Roadmap and technology for NA Enterprise Voice and Contact Center systems and related solutions
- Collaborate with architecture and engineering on technical aspects of Telephony and Contact Center infrastructure and solutions
- Work with the Global Head of Voice Services and appropriate team members to define, develop and implement Global, Regional, and local standards and SOPs
- Provide leadership and visibility for Voice Services NA Region within the Global IT Architecture, Engineering & Operations organization
- Provide deep technical expertise over a broad set of current technologies and mentoring of other team members in these areas
- Create collaborative partnerships across IT and the business
- Ensure regular on-going communication is happening in all areas of responsibility with critical stakeholders to create awareness and set expectations
- Act as an advocate and serve as a trusted advisor to the business
- Work with Commercial Marketing on FDA Drug approvals and launches and new programs and special toll free number assignment
- Work closely with the business to understand portfolio and prioritization of business requirements
- Develop and maintain clear project process and engagement models and communicate through proper channels to ensure alignment with the business for successful implementation and delivery of contact center projects
- In an operational setting, oversee the deployment of software enhancements, troubleshoot production systems, ensure root cause analyses (RCA) is performed for all outages and adheres to established SLAs all while providing excellent customer service
- Provide leadership, vision and mentoring to the Voice Services and Telecom vendor on-site staff
- Monitor legal and regulatory compliance of all voice systems, including adherence to HIPPA and California State standards for voice systems
- Participate in leadership activities to promote the achievement of all goals and objectives
- Look for new opportunities for infrastructure consolidation and centralized management

Who You Are

You're someone who wants to influence your own development. You're looking for a company where you have the opportunity to pursue your interests across functions and geographies. Where a job title is not considered the final definition of who you are, but the starting point. You not only enjoy collaboration but believe it is the best way to support your customers.

Bachelor's degree in Computer Science, Engineering or equivalent experience

Proven track record of deploying Telephony solutions and applying Solution Architecture

best practices

12+ years of Contact Center development experience in a large Enterprise

- Extensive knowledge and experience in the architecture, design, acquisition, installation, maintenance and management of telecommunications and contact center equipment and systems in Enterprise environment
- Ability to make critical decisions based on fact and has real work experience that demonstrates this skill
- Experience developing communication plans for Enterprise wide business-impacting projects and initiatives
- Strong problem solving skills; encourage new innovative solutions when appropriate
- Ability to influence others
- Effective coaching and mentoring skills
- Effective at establishing and maintaining collaborative relationships with associates and peers and ensures that associates do the same
- Effective at collaborating with internal and external business partners and can lead contractors and vendors in design, development and testing activities
- Strategic planning skills; ability to creatively execute against the strategy and drive results; can originate and invent new processes to maximize revenue and minimize costs
- Ability to develop and maintain strong customer relationships
- Effective conflict management, negotiation and consensus building
- Ability to communicate professionally at all levels of the company. Delivers accurate, clear, and concise messages that informs and frequently persuades audiences to take action
- Ability to evaluate business trends, determine applicability and modify business strategy accordingly
- A curiosity and desire to explore innovative technologies with the aptitude to learn and provide technological value.
- A professional focus on solution delivery and customer-service

Preferred qualifications:

- Experiencing establishing clear support models and RACIs across sites and systems
- Experience managing vendor to goals and adherence to customer SOPs and Change Control processes within a managed service contract
- Experiencing creating, documenting and implementing SOPs and test plans
- Experience writing vendor RFIs/RFPs
- Ability to lead Total Cost Analysis (TCO) for Telephony systems
- Ability to communicate complex information, issues and potential solutions to the LC and EC executive teams
- Previous experience supporting critical applications for FDA monitored support lines, Security operations and 24x7 business groups
- Relevant business knowledge, especially of business processes and knowledge of a regulated Adverse Event Reporting
- Experience serving as a technical lead on large-scale enterprise Contact Center projects.
- Comfortable choosing course of action amongst options involving uncertainty or risk
- Experience working with Enterprise TDM, IP Telephony, Centrex, Enterprise Contact Center and Voice Mail systems, advanced contact center routing, toll free management
- Experience with Business Intelligence and data warehousing solutions.
- Experience with developing custom reporting across Contact Center platform and systems.
- Experience supporting users in virtual environments including Citrix/VM Ware

- Candidates with experience serving the needs of diverse populations are strongly desired

Genentech is an Equal Opportunity Employer.