

Federation & Directory Services Administrator

Job ID: 00413826

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

Lifecycle management of Enterprise Directory systems (Microsoft, SUN, Kerberos, Radiant Logic VD)

Lifecycle management of Federation systems (Ping Federate, Siteminder, Microsoft ADFS)

Work on projects related with these components

Create and manage Single Sign On integrations (Ping, Siteminder, JBoss)

Support other Identity and Access Management teams: Identity Systems, Access management, on/off boarding (worldwide presence)

Participate in security hardening drills, audits, proof of concept

Work on user requests, incidents and problems

- 2-7 years of successful technical experience supporting Enterprise Directories, Single Sign-On solutions and Federation Services for internal and hosted/SaaS applications
- Proven technical operational skills, and capability to create and validate well-structured answers and solutions in area of responsibility

- Proven interpersonal skills to interact effectively with Informatics staff in multiple countries and varying cultures
- Good understanding of Identity and Access Management systems, operations and related processes with focus on Active Directory, Federation Services, Kerberos, SUN LDAP and Password Management solutions.
- Provides 2nd level support related to Enterprise Directories, Single Sign-On and Federation Services.
- Documents the corresponding processes and components/solutions
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Problem Management

- Follows ITSM processes for 1st level problem management
- Act
- s a source for establishing and recommending that multiple incidents should be declared as a problem to the relevant service providers. Tracks problems until resolved.
- Ensures accurate and complete problem tickets logged in ITSM tool adhering to Roche ITSM processes
- Ensures the Knowledge Management System (KMS) is updated with workarounds, known errors and solutions

Incident Management

- Follows ITSM processes for handling incidents
- Monitors ticket queues for the relevant workgroup action within agreed targets
- Ensures accurate and complete incident and change tickets are logged in ITSM tool and adhere to Roche ITSM processes
- Manages, meets and maintains service levels where appropriate
- Continuously improves own skills and knowledge base of services provided by Roche

Who You Are

Education

- Bachelors degree, or equivalent technical training
- Experience with ITIL and PM desirable
- RIVA II/III and other relevant quality/validation trainings are desirable

Special Requirements

- Strong verbal and written English
- On call service/schedule flexibility is required to interact with global partners

Genentech is an Equal Opportunity Employer.