

Senior Specialist Solution Integration

Job ID: 00413831

Job Function

IT Infrastructure

Schedule

Full-time

Location

United States-
United States

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

Accountable for end-to-end infrastructure and ensure the complete integration of the solutions into the operational landscape. Support Solution owner with lifecycle management and Components.

This includes installation and upgrade through maintenance and operations to decommissioning.

1.2 Primary Responsibilities

- Provides technical Subject Matter Expertise input into solution design, optimization, change requests and problem resolution
- Participates in implementation of new projects and in changes of existing solutions and actively execute project related tasks and activities.
- Coordinates and manage installations, upgrades, changes and software integration including test design, execution and support
- Ensures the integrity of solutions and qualified state during their lifetime
- Coordinates and supports security patching and upgrades with the Solution Owners
- Ensures compliance with security SOPs/policies, and that adequate access rights are given to trained staff.
- Coordinates incident management activities with Solution Owners and the AE&O

component Managers until final resolution and supervise re-active problem management process

- Identifies and analyzes potential areas for improvement of the solution (pro-active problem management), and Delivers continuous improvement of the solutions assigned.
- Represents the Delivery Organization into AE&O so that the business is represented in technology decisions, planning and participation.
- Ensures solution design and integration of the AE&O skill sets required to support the new solution
- Ensures re-use of existing AE&O solutions and components wherever possible to minimize the development of new solutions
- Ensures all new solutions are designed and developed in a cost efficient manner, delivering the appropriate level of service quality
- Ensures communication of AE&O initiatives, policies and important activities to appropriate Delivery Organization.

Who You Are

5-9 years of experience in infrastructure management and support in multiple business or technical domains

- Demonstrates strong customer and service management focus
- Strong technical skills of IT systems and related components such as network, server, OS, database, middleware and client
- Background and experience in infrastructure operations and technologies
- Knowledge and/or proven qualification in IT Service Management (ITIL Foundation certification)
- Experience with Computer System Validation including IQ/OQ assurance and SOP development, implementation and adherence required
- Functional experience across Infrastructure and Development service providers
- Project Management experience
- Cross-functional experience across Infrastructure and Customers areas
- Multicultural and international experience and scope
- Highly adaptable to change
- Able to communicate business issues to technical colleagues
- Excellent analytic skills with ability to quickly understand complex and sometimes

ambiguous situations;good strategic capabilities

- Excellent negotiation, influencing and coordination skills, advanced English proficiency
- Has experience of working in regional and global environment, with virtual teams.
- Experience working in a major, global organization with strong preference for the pharmaceutical industry

2.2 Education

- Certified Degree in computer science or equivalent experience
- Certified ITIL Foundation

2.3 Special Requirements

- Fluent in English / Spanish and Portuguese are desirable
- Availability to travel when required
- Flexible working hours to cover other regional/global timezones

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