

Operations Lead - IT Sales & Marketing

Job ID: 00413900

Job Function

IT Project Management

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

The Informaticsteam is looking for a highly skilled Operations Lead, who will support the systemsthat enable the Sales & Marketing business teams. In this role you will work closely with thebusiness leads, end user community, development teams, vendors and serviceproviders to provide the overall IT service. As service lead, the individual may also play other roles as requiredlike project manager and business analyst to ensure optimal service delivery. This candidate will be proactive, outgoing and detail-orientedwith excellent problem solving and written/verbal communication skills. The Operations Lead will have excellentcustomer relationship management skills with a service minded attitude and abilityto translate informatics terminology into business relevant language

Further responsibilities are:

- Supports day-to-day operations and / or implementation of projects within area of technical expertise, contributes to and executes implementation plans
- Manages incident and problem management processes as well as release and configuration management. This includes continuous improvement for the management of the services.
- Acts as the initial point of escalation for incident, problem and change management for

the business leads

- Administers change control procedure and processes. This includes the management of the change control board and oversight of approved changes
- Is well versed in vendor management and can look for new opportunities to optimize our vendor contracts and relationships
- Applies complex procedures and defined standards to meet business, customer and technical requirements and leads others in resolution of complex problems
- Leads specialist resources on technical issues within the domain and provides detailed analysis of the operations and opportunities for improvement
- Develops business/technical critical know-how within area of expertise. Assists in the development of others know-how by passing on knowledge of tools and techniques
- Accountable for rollout of new services and enhancements to existing services
- Familiar with Statement of Work (SOW) and procurement processes
- Tracks problems/issues to resolution with the appropriate level of follow-up with the user community
- Participate in project teams to help identify solutions and requirements for new functionalities and performing impact analysis
- Builds and maintains good working relationships with the business leads and the user base, monitors services and provides regular service reports to Informatics and business leads

Who You Are

- Bachelors degree or equivalent work experience in computer sciences, software engineering or similar
- 5 - 9 years of professional IT experience running high performing environments in multiple technical and business domains
- Prior experience in leading Operations for a set of technology solutions
- Relevant business knowledge, especially of business processes in the area of Sales and Marketing
- Practitioner of ITIL, with ITIL Foundation Certificate and ITIL Managers Certificate a plus
- Experience in the pharmaceutical industry is a plus
- Management of a service supporting Sales and Marketing solutions like Aprimo, Salesforce.com, mobile platforms is a plus
- Fluent English skills (written and spoken)

Genentech is an Equal Opportunity Employer.