

Business Operations Manager/Sr. Business Operations Manager

Job ID: 00414271

Job Function

Project Management Research

Schedule

Full-time

LocationUnited States-California
South San Francisco**Job type**

Regular Employee

Company/Division

Pharmaceutical

Job Level

Manager

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 Position**

The primary mission of the Genentech Research & Early Development (gRED) organization is to discover and rigorously assess promising molecule candidates for viable therapeutic benefits. The gRED Business Operations department is responsible for oversight of key business processes, technological solutions and employee communication management and engagement to advance the gRED's mission.

The primary responsibilities of the gRED Business Operations Manager include the planning, management, execution and monitoring of projects, which deliver on key gRED business processes. The individual in this position is responsible for leading cross-functional teams to deliver and communicate project goals while managing the project scope, timeline and costs. It is important for the business operations manager to have strong collaboration skills and be a team player who works well with other professionals of various backgrounds and disciplines towards the common vision of delivering innovative solutions.

Responsibilities:

- Perform business analysis activities to design, develop, and deploy solutions including projects, enhancements and upgrades for internal customers

- Analyze data processing problems related to gRED information and planning systems including the Planisware solution and the gRED portfolio analytics platform
- Lead and facilitate meetings with Director and VP level customers to determine organizational needs and requirements and develop solutions
- Manage 2–3 major projects of diverse scope across functional areas
- Create and/or assist with required project documentation practices such as user requirements, functional specifications and service level agreements
- Resolve technical and process incidents and problems according to Service Level Agreements
- Collaborate with internal support teams and external vendors to ensure and continuously improve system stability and optimal performance for deployed solutions

Who You Are

Minimum Qualifications:

- BS or BA degree in Computer Science, Information Systems, or Engineering
- 3-5 years of experience managing and delivering application and system solutions to business customers
- Previous experience in a product development organization
- A strong understanding in the applications of information systems management and modern technology platforms and trends
- Experience working with current web-based technologies and infrastructure
- A professional focus on solution delivery, solution ownership, and customer-service
- A well organized individual who can communicate effectively in both written and verbal form

Preferred qualifications:

- Previous experience working in a life sciences or drug development company
- M.S. in Computer Science, Information Systems, or Engineering

Genentech is an Equal Opportunity Employer.