

## Senior Specialist, Infrastructure Platform Support

Job ID: 00414303

**Job Function**

IT Support / System Administration

**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 Position:**

Provide technical support and maintain consistent configuration, implementation, operation and support of an Integration Services Platform – Infrastructure Platforms (monitoring, inventory, automation, etc).

**Responsibilities:**

- Provides technical support and maintains consistent configuration, implementation, operation and support of a single Integration Services platform including:
- Implements new releases and sets up standards for operational management
- Monitors and resolves problems with Business Application operations.
- Configures and manages development, UAT and production environments.
- Administers and maintains support services.
- Configures implements and optimizes Business Applications.
- Manages incidents, problems, changes and releases
- Tunes capacity and performance
- Coordinates, tests and administers platform Security
- Complies with OLAs and Quality/Validation requirements
- Ensures ITSM framework, processes, tools and SOPs are implemented, utilized and supported end to end

**Applies the processes above to the following Integration Services platform areas:**

- Monitoring Solutions (NetIQ, others)
- Inventory Management solutions
- Automation and Provisioning solutions (HP Orchestrator)

**Key Objectives:**

- Business Application Installation and Daily Administration
- Business Application Performance Tuning
- Business Application Availability
- Support to ensure quick incident resolution
- Engineer new release and setup standards for operational management
- Standards and procedures are followed
- Understand and apply ITSM and process best practices
- Understand and comply with applicable ITSM roles and responsibilities
- Provide Support in measuring and continuously improving process performance and adherence to service level / operating level requirements.

**Who You Are**

**Experience and Skills:**

- More than 6 years' experience working in a major, global organization preferably in a regulated Industry
- Strong hands-on technical skills, operational background, and working experience with infrastructure technologies and business applications.
- Strong problem-solving and analytical skills
- Expertise with specific platform technology
- Strong understanding of Computer Systems Validation and working experience in Validated environment.
- ITIL Service Management certification (Foundation required, Practitioner and experience strongly optional).
- Experienced in providing solutions aligned with standards, security, validation, capacity, high availability and identifying associated risks.
- Demonstrated willingness to cross train and to learn additional technical expertise.
- Demonstrated interpersonal, collaborative and commitment to operational excellence.
- Multicultural and international experience preferred.
- Adaptable to change in a large organization.

**Additional experiences and skills required unique to this job:**

- Practical work experience in the relevant technology area required
- Education
- Minimum Requirement: BS in Computer Science, engineering or equivalent degree and/or experience.
- Expert knowledge in area of expertise and preferably a broad IT experience
- Industry recognized certifications in the relevant area a plus.
- ITIL knowledge, ITIL Foundation certification preferred

**Additional education required unique to this job:**

- Vendor certification(s) in the relevant technology area are preferred

**Special Requirements:**

- Strong verbal and written English
- German is an asset
- Periodic on-call duty required
- Ability to travel as required

Genentech is an Equal Opportunity Employer.