

## IT Business Systems Analyst (Patient & Physician Solutions)

Job ID: 00414656

**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

**Job Purpose:**

The IT Business Systems Analyst (BSA) position in the Patient & Physician Solutions team will be responsible for the delivery of technology capabilities for the Access Solutions organization in the US, which provides services to help people access Genentech medicines for a range of serious conditions. The IT BSA will work on multiple projects for both internally-facing case management tools and externally-facing web-based solutions serving physicians and patients, and will be accountable for understanding the needs of customers, developing effective user-friendly designs to meet those needs, and delivering detailed requirements and specifications to drive the development, testing, deployment and production support of IT systems.

**Primary Responsibilities:**

The IT Business System Analyst (BSA) will drive the successful delivery of technical solutions through effective planning and execution throughout all phases of our project management methodology, which can follow either a traditional "waterfall" path or an "agile" path. The IT BSA will assist in determining which methodology path will be most likely to ensure a successful delivery. The BSA will be responsible for building deep understanding of processes used by medical practices and internal case managers to serve patients, and

for integrating the knowledge into the design and delivery of tools to serve all users. The IT BSA will establish themselves as a “thought partner” with internal customers. The IT BSA will assure smooth integration with key partners leading the development, testing, training, communication and deployment of technology across the country, keeping management apprised of developments through clear and timely communication.

**Specific responsibilities include:**

- Collaborate with Project Managers, Architects, Engineers, Developers, User Experience Designers and Software Quality Assurance on scope, solutions, constraints, and risks
- Analyze/document current and future business process models
- Analyze/document high-level requirements (scope)
- Analyze/document detailed functional requirements and business rules (use cases)
- Analyze/document data requirements (from business needs perspective)
- Support planning of user acceptance test (UAT), including creation of UAT scripts
- Perform knowledge transfer to training and communication teams and support user deployment activities as needed
- Lead business stakeholders and other business systems analysts thru the business analysis lifecycle

**Who You Are**

**Qualifications/Experience:**

The IT BSA must demonstrate skills in full lifecycle of IT project work, from requirements gathering through functional specifications/design and user acceptance testing. Demonstrated ability managing complex requirements in a high-pressure, fast-paced environment is required, with preference given to candidates with experience in the area of user experience & service design. The IT BSA will continuously promote software user experience best practices and provide justification when additional UX expertise is required for successful delivery and adoption. Agile and waterfall methodology experience preferred.

- 7-10 years experience as an IT business systems analyst and a demonstrated ability to work in fast-paced, high-growth environment
- Experience and understanding leading aspects of application development methodology - including Agile and Waterfall approaches, functional requirements, process modeling and re-engineering, use case development, user acceptance testing, organizational change management, and large-scale system implementations
- Excellent written and verbal communication skills; ability to quickly and independently produce clearly written, well-organized documentation; excellent presentation and meeting facilitation skills
- Proven skills in relationship building, customer-focus, decision-making, and problem solving in complex stakeholder community
- Demonstrated ability to quickly learn the business in-depth
- Experience and understanding of any of the following areas a plus:
  - Pharmaceutical/Biotech environment
  - Business processes in Marketing (marketing budget management, tactic management, event management, marketing performance management, digital assets management), Financial Management, Regulatory

**Education:**

- BA/BS in Business, Science, or Computer Science preferred

Genentech is an Equal Opportunity Employer.