

ACP Product Owner (m/f/d)

Temporär Jobregion: Rotkreuz Stellenprozenze: 100%

Beschreibung

For our international partner, Roche Diagnostics International Ltd. based in Rotkreuz, we are looking for a qualified and motivated **ACP Product Owner** for 12 months with option for extension.

Within the Global Customer Support (GCS) organization, the KLS (Knowledge and Learning Solutions) Documentation Department provides user and service documentation for various Roche diagnostic analyzers, workflow solutions and IT software and applications. The list of deliverables includes a wide range of printed and electronic documents, such as User Guides, Quick Start Guides, Service Manuals, Host Interface Manuals and award-winning User Assistance.

Tasks

- Together with the support team collects, clarifies and prioritizes the requirements from business users
- Ensures that story content and prioritization is aligned to larger strategic objectives and KLS initiatives (RDCF, RDLF, RDK, etc.)
- Manages scope and drive trade-off decisions in conjunction with external stakeholders
- Identifies blockers that will impact timeline, scope, cost or other project variables and escalate to the appropriate stakeholders
- Collaborates with customers, team members, and outside influencers to ensure a solid and well- rounded understanding of products and developing needs
- Reviews the test cases for ACP from the perspective of the key users and/or involved key users in the test case review; ensures the test cases represent the interest of the business users and strategic objectives
- Supports the User acceptance testing activities by interacting with stakeholders
- Reviews release notes and updates the business owners regarding features being incorporated in each release
- Is responsible for day-to-day operation of ACP, maintenance and further developments
- Monitor the support escalation from users of ACP; Make sure that support is provided in a quick and collaborative manner. First level support is done in close collaboration with DIA IT and manufacturer of ACP



BERATER



Martina Lima
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Seniority Level

Mitarbeiter

Berufskategorie

IT

Stellenprozent

100%

Jobtyp

Temporär

Referenz-Nr.

MLI-IT-T-21255

Jobregion

Rotkreuz

- Makes sure processes concerning usage and development of ACP are set up and known in KLS. If necessary drives necessary measures to identify and close the gaps
- Contributes to balancing the life cycle of ACP with the development and adoption of the new KLS tools
- Can act as an ACP support representative
- Support of some of the SWA (Serum Workarea) internal tools, such as the alarm translation support tool, the parts list converter, language installers, Qt Linguist or Catalyst

Must Haves

- Min. Bachelor's degree in IT or Sciences, or others with relevant working experience
- Min. 3-5 years experience as a Product Owner, ideally in Biotech industry or highly regulated environment
- Strong skills in Project Management and Stakeholder Management
- Experience with Schema ST4 or comparable Content Management Systems
- Familiarity with hardware and software development processes
- Excellent spoken and written command of English (native speaker or equivalent level)
- Strong teamwork skills, with a taste for active daily involvement in a multi-functional project team
- Flair for communication in an international environment, with the ability to motivate colleagues from different functional areas

Nice to Have

- Understanding of XML languages and knowledge on DITA, XSLT and Xpath
- Experience with iterative/agile software development methods, such as scrum
- Experience with CAT tools (ex. Trados, Passolo)
- Certification PSPO

Are you interested? Do not hesitate and submit your complete application documents online today.

We value diversity and therefore welcome all applications - regardless of gender, social origin, religion/belief, age or identity.

We also process applications by post, but will not return them for administrative reasons. We look forward to hearing from you!