

**CETERA FINANCIAL GROUP
JOB PROFILE**

JOB TITLE:	Production Business Analyst		
Job Family:	Operations	Job Code:	OX054
Department:	Business Development	Reports To:	Manager of Operational Area
FLSA Status:	Exempt	Location:	Des Moines, IA
Market Point Range:		ICP Range:	
Date Completed:	July 28, 2010		

POSITION SUMMARY	Combines thorough systems, business process and products knowledge with high level analytical and communication skills to support Operations systems users, production activities, and business procedural development.
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PRINCIPLE RESPONSIBILITIES	<ol style="list-style-type: none"> 1. Provides support for daily production issues, serving as key contact for operations management and staff on systems, products, process and resource information. Researches and resolves simple to moderately complex business and production issues including identification of cause and recommendation of appropriate courses of action to resolve issues to minimize disruption of normal business processes. 2. Partners with IT to identify/specify requirements, to assist in business process redesign, and to resolve complex business issues. Gathers analyzes and interprets data within the systems and generates ad hoc reports. Combines technical and business understanding to fully utilize the system. At a basic level, identifies risk implications of a systems component. 3. Serves as liaison between IT staff and Operations staff in resolving production and business issues including translating complex technical language for operations staff and translating business terminology and concepts for IT staff. 4. Writes and executes less-complex test plans. Coordinates and directs onsite user acceptance testing and reports results back to IT staff and project teams. Reviews test plans with end users and conducts walk-throughs, documents all test results and clearly identifies all issues surfaced. 5. Leads small to medium size projects that may involve processes, systems, and workflow. This may require standard project skills, cost benefit analysis, and critical decision making abilities. 6. Serves as a key contact for Operations management and staff by consulting and advising them on systems, products, process, and resource information. Alerts Operations and IT staff regarding pending problems in systems and makes suggestions for improvement. 7. Other duties as assigned
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KNOWLEDGE, SKILLS AND ABILITIES	<ul style="list-style-type: none"> ▪ Bachelor's Degree or equivalent experience in IT or business related field. ▪ Experience in multiple operations roles preferred ▪ Proven communication, problem solving and project management skills ▪ Proven personal computer skills including Excel expertise
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ADDITIONAL INFORMATION	<ul style="list-style-type: none"> ▪ Does the incumbent in this position have direct accountability for staff supervision/management? No ▪ Does the incumbent in this position have budget accountability? No ▪ Is travel expected to perform this job? No
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