



## Job Description

**Position Title:** Market Operations Analyst      **Date:** January, 2019  
**Department:** Market Operations Center      **Status:** Full Time, Exempt  
**Reports to:** Director, Market Operations Center

### Position Summary:

Reporting to Director of Market Operations, the Market Operations Analyst is responsible for all front line customer support for all market participants including testing, connectivity, system functionality, configurations and trade support.

### Position Duties:

- Perform routine and non-routine tasks in support of the BOX market in accordance with the MOC policies and procedures
- Provide timely resolution of trading, technical and user specific issues
- Provide trading application certification, testing, and connectivity support
- Provide daily monitoring of trading activity, ad hoc analytical research and other reports
- Communicate potential technology, business issues and unusual market activity to department manager
- Continuous process evaluation and improvement
- Maintain knowledge of industry trends and determine impact on trade support and BOX market model
- Manages the listing database of equity option products according to the expiration cycles and listing programs and procedures
- Manage and process corporate actions for all listed option products
- Various other duties as assigned by the Manager of the MOC

### Job Knowledge and Skills:

- Motivated individual with ability to work independently and inter-dependently, as a team member and across departments
- Possess a high level of accuracy and attention to detail and can handle multiple projects in a timely manner
- Ability to troubleshoot technical and functional issues based on exchange rules and system design
- Proficient computer skills with MS Office software; Microsoft Excel, Word and Outlook.
- Advanced Excel and Access skills highly desired. Visio and PowerPoint a plus
- Familiarity with ECN's, trading platforms, Bloomberg, Livevol or other market data vendor or electronic trading OMS tools
- Demonstrate strong customer service, organizational, written and oral communication skills



**Education:**

BA in Business, Mathematics, Financial Service or equivalent

**Experience:**

Minimum 2 – 4 years professional experience, however no trading experience is required but experience in electronic trading and trade desk support, financial markets, options and corporate actions is a plus

