

FINANCIAL AID SYSTEMS ADMINISTRATOR

BASIC FUNCTION

Performs a diverse range of professional tasks in support of the Student Financial Services Department; serves as the main resource to resolve issues related to student financial aid technical systems and business processes; analyzes business manual operations, coordinates automated solutions, and evaluates outcomes; and troubleshoots application related issues.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned area supervisor. May provide lead direction to temporary staff and/or student workers.

CLASS CHARACTERISTICS

This classification in the Financial Aid series is responsible for providing support to end users on technology issues which have significant impact on the Student Financial Services Department, with responsibility for coordinating and deploying technology solutions to end users. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Employees in the classification rely on experience and judgment to perform assigned duties and implement projects. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS

1. Performs a diverse range of professional tasks in support of the Student Financial Services Department's technology programs, including business analysis and system administration.
2. Collects and compiles data; evaluates automation options for work and business processes; and analyzes post implementation processes to improve services.
3. Participates in the research and analysis of complex problems using technical knowledge to draft proposals and reports.
4. Assists with planning and coordination of operational matters to meet the goals and objectives of the department.
5. Provides frontline support for users of the department's specific applications; investigates and resolves software issues for assigned applications; recommends corrective action as needed.
6. Configures, maintains, updates, and troubleshoots software programs used by financial aid programs as required by local, state, and federal entities.
7. Maintains required recordkeeping and meets reporting requirements.
8. Conducts, implements, and monitors electronic data exchange with state and federal agencies and third-party financial aid software.
9. Performs ad hoc queries and generates reports related to trend analysis and other summative data for student financial aid applications and programs for state and federal programs, ensuring compliance with reporting requirements.
10. Schedules jobs to run through the Information Services Department, the Student Financial Services Department, and outside vendors.
11. Maintains current knowledge of computer systems and related software as it relates to state and federal financial aid programs.

12. Participates in District-provided in-service training programs, as well as state and national student financial aid administrator organizations and related conferences.
13. Participates in District-provided in-service training programs.
14. Performs other related duties as assigned; specific duties not listed does not exclude them for this classification if the work is similar or related.

QUALIFICATIONS

Knowledge of:

1. Operational characteristics and use of assigned applications.
2. Diagnostic tools, methods, and techniques of troubleshooting, diagnosing, and resolving application issues.
3. Tools used in the development and deployment of supported applications and systems.
4. Performance and reliability standards for applications.
5. Methods and techniques of analyzing business processes for technology solutions.
6. A diverse range of operating platforms used in large technology systems.
7. Basic principles of database design.
8. Methods and techniques of developing ad-hoc reports.
9. Methods and techniques of installing and testing software.
10. Application standards and documentation practices.
11. Research methods and techniques.
12. Methods and techniques of developing and writing technical documentation.
13. Pertinent federal, state, and local financial aid codes, laws, and regulations.

Ability to:

1. Provide professional support to Student Financial Services department-specific applications and technology processes.
2. Troubleshoot and diagnose application issues or forward to other staff for resolution.
3. Clearly communicate complex technology applications issues to nontechnical parties, orally or in writing.
4. Prepare and generate custom reports.
5. Work with a variety of end users to support their application needs.
6. Independently organize work, set priorities, meet critical deadlines, and follow up on assignments.
7. Effectively use computer systems, software applications relevant to work performed, and business equipment to perform a variety of work tasks.
8. Communicate effectively in the course of performing work tasks.
9. Establish, maintain, and foster effective working relationships with those contacted in the course of work.
10. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability, and ethnic backgrounds of students, staff, and the community.
11. Provide efficient, high-level customer service to the public, vendors, contractors, and District personnel.

Education and Experience:

A bachelor's degree in computer science or a related field and three (3) years of professional experience supporting financial aid systems and applications; or an equivalent combination of education, training, and/or experience.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This classification primarily works in an office and standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator. Employees in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 25 pounds.

The essential functions of this classification must be performed by the incumbents with or without reasonable accommodations.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, with no direct exposure to hazardous physical or chemical substances. Employees may interact with upset staff and/or public and private representatives when interpreting and enforcing departmental policies and procedures.