CLASS PURPOSE
Under direction of the Associate Vice Chancellor of Student Services or designee, the Financial Aid Systems Technology Analyst serves as systems module functional liaison district-wide supporting functions specific to Financial Aid; performs professional-level duties in systems analysis, evaluation, design, development, testing, implementation, documentation, research, data compilation, and data analysis; provides functional support to end users on the use of applications; and prepares a variety of reports and makes recommendations district-wide; acts as liaison between the colleges, District, IT Department, and the State with respect to financial aid systems. This includes performing a wide range of complex programming, analytical and technical duties related to financial aid. Perform other related duties as required.

WORK SCHEDULE
This is normally a full-time position with a work schedule of five days and 40 hours/week. Duties are performed 12 months a year. May be required to work some evenings and Saturdays during peak periods, such as registration, audits, fiscal year end, graduation, etc.

DISTINGUISHING CHARACTERISTICS
This is a single position classification. A position allocated to this class is assigned only at the District level.

EXAMPLES OF ESSENTIAL DUTIES:
Any one position may not include all of the duties listed nor do listed examples include all tasks which may be found in positions of this class. To perform this job successfully, an individual must be able to perform each essential duty of the position satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions required for the position.

- Performs professional-level duties in systems analysis, evaluation, design, development, testing, implementation, documentation, research, data compilation, data analysis, and preparation of reports; and make recommendations district-wide.
- Performs business analysis and develops standards for student financial aid applications and related technologies. Trains team members on standards.
- Maintains and updates student financial aid systems configuration and tables to insure accuracy in computation of students accounts.
- Supports and manages the student financial aid enterprise applications in production, test environments, ongoing development, upgrades, and enhancements.
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- Manages the collection of student accounts receivable including referral to the state COTOPS program. Sends out periodic statements, sets up and maintains payment plans.
- Serves as the main resource to resolve issues related to student financial aid systems or business processes.
- Reviews, maintains, and runs processes for all student financial aid services related functionality; reviews processes and programs for integration issues; and collaborates with other departments as needed.
- Supports projection of budgeted student based revenue and prepares reports comparing budget to actual, receivables to collections, and related general ledger postings.
- Writes business procedures and system manuals for student financial aid systems.
- Conducts training in both computer systems and operational business procedures related to Financial Aid.
- Provides general system support for Financial Aid staff regarding troubleshooting problems, system setup; establish timelines for processes and participate in planning of business needs as it relates to College, State, and/or Federal policies and procedures.
- Assist in the maintenance of system setup tables with other functional leaders to ensure new values or deactivations accomplish the desired goal and do not adversely impact other areas.
- Identify, troubleshoot and rectify student financial aid applications problems, other areas working with IT, other functional areas, and with outside consultants to solve complex procedural, operational and technical problems.
- Work with various users and groups to determine system needs and to coordinate application changes across functions. Develop functional specifications and test plans and scripts for testing changes across all impacted areas. Work with functional leads and IT to ensure that proposed processes and related system changes are properly implemented, taking into account possible impacts in various areas.
- Analyze current systems, defines and proposes new or enhanced system functionality; test and maintain updates, patches and fixes; develop and maintain process documentation and procedures.
- Define security profiles for Financial Aid system and helps coordinate the administration of user security with IT. Maintain security profiles for assigned department.
- Provide guidance to end users on application use and operating parameters, including assistance in updating and maintaining system data. Work with District to ensure that training materials are maintained and updated, and that regular and ongoing staff training is available.
- Assist with identification and definition of new reporting requirements; modify and generate ad hoc queries and reports. Write ad hoc queries and regularly used queries in production to assist users with data needs and reporting requirements.
- Work with other functional leads on developing processes and procedures to test and validate updates, patches and fixes. Tests Peralta modifications to the financial aid system to ensure they are functioning properly with the updates software.
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- Work with end users to help them with problems, changes, training reinforcement regarding the Financial Aid system.
- Provide functional and technical expertise in PeopleSoft Financial Aid System data and system conversion. Write programs, download data and creates records for any additional conversions that may become necessary.
- Assist management personnel in planning, directing and coordinating operational and/or procedural matters to meet goals and objectives of assigned department; complete various reports and summaries for management and/or users including status reports, progress summaries and problem reports.
- Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of information systems.
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

1. Two (2) years or more years of college-level course work in business computer applications, computer sciences, information systems or related field and three (3) years of increasingly responsible computer applications experience including the use and troubleshooting of large, complex software applications or information systems analysis and in the collection, analysis, data research, reporting and presentation of data.

2. Knowledge of:
   - Basic database principles and concepts.
   - Methods and techniques of developing and writing technical documentation.
   - Methods and techniques of developing reports.
   - Pertinent Federal, State and local codes, laws and regulations.
   - Personal computer hardware and software components.

3. Ability to conduct analysis, prepare reports and make recommendations.

4. Possess excellent oral and written communication skills.

5. Ability to establish and maintain cooperative working relationships with those contacted in the course of the work.

6. Knowledge of and proficiency in the operation and use of personal computers utilizing word processing, spreadsheets and database management software programs (e.g., MS Office Suite, MS Word, MS Excel, MS Access and MS PowerPoint) and the Internet browser, websites and e-mail.

7. Understanding of, sensitivity to, and respect for the diverse academic, socioeconomic, cultural and disability and ethnic backgrounds of community college students.
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DESIРABLE QUALIFICATIONS

- Bachelor’s Degree from an accredited college or university in computer sciences, management information systems or a closely related field.
- Two or more years’ experience working in Financial Aid.
- Experience working in a community college.
- Knowledge of applicable federal and state regulations and guidelines, District policies and procedures as they pertain to Financial Aid.
- Ability to operate the District’s management information system.
- Experience with mainframe applications.

ENVIRONMENTAL DEMANDS

- Occasional work performed alone.
- Constant work around and with other people.

PHYSICAL REQUIREMENTS

- Occasional standing, walking, stooping, kneeling, squatting, and climbing stairs
- Occasional lifting and carrying up to 25 lbs.
- Occasional pushing and pulling up to 40 lbs.
- Occasional twisting of body
- Occasional use of manual dexterity
- Occasional use of tactile acuity
- Occasional use of visual acuity from a distance, with depth, and for color
- Frequent work at a rapid pace
- Frequent reaching, high, low, and level
- Frequent audio acuity at all ranges, including speech
- Frequent visual acuity for reading
- Constant sitting
- Constant use of clear oral communication

TOOLS AND EQUIPMENT USED

- Standard Office Equipment.

Revised: N/A