

Analyst, Financial Aid Technology

FLSA Status: Exempt

Pay Grade: 18

Job Title ID: 122500

Job Series/Job Family: Student Support & Success Series / Financial Aid & Veterans Affairs Family

Reports To

Director, Student Assistance & Veterans

Job Purpose

To anticipate, analyze, develop and implement the financial aid management application system and databases in order to meet the needs of the Financial Aid and Veteran Affairs office; to identify their scope, complexity and feasibility; to document and maintain all aspects of the financial aid management system to include the communication module and document imaging workflow.

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

Required

1. Creates methods for meeting the needs of the Financial Aid and Veteran Affairs offices and improving efficiency using technology.
2. Researches and prepares reports and statistical analysis in support of the Financial Aid and Veteran Affairs offices.
3. Performs complex analytical and technical work in relation to various computer applications, databases, and systems.
4. Conducts research and resolves problems in relation to processes, and monitors processes to determine areas for improvement.
5. Provides training and technical support to department staff to enhance their knowledge of the databases and other appropriate software applications.
6. Creates and maintains all aspects of the college-wide financial aid database management system including the communication management module.
7. Responds to request for complex queries from the college database system, gathers, compiles and performs initial data analysis; develops systematic documentation of computer applications written for the Financial Aid and Veteran Affairs offices.
8. Researches and analyzes student data to support and justify the verification sampling for participation in the Quality Assurance Program with the Department of Education.
9. Counsels the Director of Financial Aid on emerging technology challenges and opportunities with respect to the Datatel system and other system tools to support the Financial Aid and Veteran Affairs functions.
10. Manages the ongoing upgrades and testing of the financial aid management system within the College's Enterprise Resource Planning (ERP) System.
11. Serves as a liaison to the College's Information Technology Department for all Financial Aid and Veteran Affairs software, networks, and systems. Acts as a consultant to the Financial Aid and Veteran Affairs staff and IT staff regarding implementation of new mandates and policies from the Department of Education.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Proficient with integrated database technology, Excel and its use of pivot tables, and Access.
- Testing and evaluating processes in relation to new and existing software.
- Programming languages and protocols.
- Computer applications development.
- Customer service techniques.
- Client-server technology and GUI environments.

Preferred

- Automated financial aid management systems.
- Data mining for reporting purposes.
- Business practices and procedures of specific administrative department.
- Financial aid regulations.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Maintaining an established work schedule.
- Effectively using analytical and problem-solving skills.
- Ability to work on a team and independently.
- Generating complex computer reports using a query language.
- Establishing streamlined processes by utilizing available computer interfaces and modules.
- Conducting analysis, research and data manipulation to support or justify a position, policy or practice.
- Effectively using interpersonal and communications skills including tact and diplomacy.
- Effectively using organizational and planning skills with attention to detail, accuracy, and follow through.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships

Computer Skills

Required

- Demonstrated proficiency using standard office software applications, query and control languages, web technology, client-server technology, and automated financial aid management systems.
- Demonstrated proficiency in systems and data analysis, data extraction, development of reports, trouble-shooting enterprise software applications, testing new program releases and patches, and integrating data from external source, such as the Department of Education.

Preferred

- Experience in Datatel/Colleague proprietary software.

Physical Requirements

Required

- Subject to standing, walking, sitting, bending, reaching, manual dexterity, kneeling, pushing and pulling.
- Occasional lifting of objects up to 10 pounds
- Work is performed in a standard office environment.

Work Experience

Required

- Two years information technology work experience including direct integrated database technology related experience.

Preferred

- Work experience in student financial aid using Datatel Colleague Release 17 or above.

Education

Required

- Associate's degree, or educational equivalent, in information technology, computer science, computer information systems, management information systems, or a related field.

Preferred

- Bachelor's degree in information technology, information systems, or related field.

Safety

Required

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.