



| TITLE                                          | CLASSIFICATION | SALARY GRADE                  |
|------------------------------------------------|----------------|-------------------------------|
| SYSTEMS SPECIALIST, STUDENT FINANCIAL SERVICES | CLASSIFIED     | GRADE: N                      |
| BOARD POLICY REFERENCE:                        |                | 2015/16 Classification Review |

**JOB DESCRIPTION:**

Under general direction, monitors, installs, maintains, upgrades and test software applications and databases designed for the specialized use of the District's Student Financial Services (SFS) departments, including Financial Aid, Scholarship and Veterans Affairs Offices; solves non-routine issues ensures efficient operation and integrity of computer operating systems; provides training and support serves as lead worker to other classified staff in the area.

**SCOPE:**

The Systems Specialist, Student Financial Services; serves as the District's primary Destination Point Administrator providing secure access to US Department of Education websites; ensures that computer information systems, hardware, software and database table maintenance meet the current needs and future demands of the SFS Departments within Federal guidelines; maintains applications and multiple databases which generate reports and track financial aid disbursements; collaborates with District, vendors, and government agencies as required; evaluates and determines student eligibility for financial aid programs.

**DISTINGUISHING CHARACTERISTICS:**

The Systems Specialist, Student Financial Services is distinguished from other SFS classifications by the in depth knowledge of specialized computer applications software programs used by SFS. This classification also serves as a lead worker to other classified staff in this area.

**KEY DUTIES AND RESPONSIBILITIES:**

*Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.*

1. Installs, configures, maintains, updates and troubleshoots software programs used by Financial Aid, Scholarship Programs and Veteran's Affairs Offices as required by Federal and State entities.
2. Manages electronic data exchanges with Federal, state and District systems; and analyzes and prioritizes action needed to process financial aid requests.
3. Queries databases and uses report writing tools to retrieve data to create SFS Reports and works with Information Technology to obtain additional programs and reports from the District's student information system.
4. Assists users in diagnosing and resolving problems associated with financial aid software; trains SFS staff in the use of software applications.
5. Maintains and updates SFS systems database; coordinates annual system set up and implementation.
6. Maintains current knowledge of Federal and State regulations governing student aid administration and emerging software applications; troubleshoots technical hardware and software problems; makes technical recommendations for SFS; attends conferences and workshops.
7. May evaluate financial aid applications and supporting documents for accuracy, clarity and completeness according to Federal and State rules and regulations to determine eligibility for financial aid.

### **KEY DUTIES AND RESPONSIBILITIES – Continued**

8. Monitors disbursement of Federal and State financial aid and scholarship awards; may assist with reconciliation of student disbursements.
9. Monitors students' academic progress to evaluate continued financial aid eligibility.
10. Maintains data elements for server-based financial aid management program performs annual setup including skilled, technical maintenance of financial aid software; tests, troubleshoots, and writes documentation for use by SFS staff; maintains password control user access to confidential financial aid management system, as well as local access to Federal databases; oversees and maintains Federal electronic mailbox.
11. Serves as a liaison to third party software vendor and government agencies.
12. Provides technical assistance to students applying for financial aid.
13. Serves as a lead worker to other Classified employees in the area.

### **EMPLOYMENT STANDARDS**

#### **ABILITY TO:**

Learn technologies; analyze, implement and troubleshoot software programs; collaborate with Information Technology staff; perform technical tasks and within defined deadlines; work independently and with diverse group of users; give and follow oral and written instructions; analyze the financial needs of students to determine their financial aid eligibility; apply financial aid program in a fair, consistent and objective manner; maintain cooperative working relationships; demonstrate sensitivity to, and respect for, a diverse population.

#### **KNOWLEDGE OF:**

Principles, practices, and technologies of current computer operating systems; use of computer servers and services, networking and software; standard office productivity software; maintaining database parameters; Federal and State programs that provide financial assistance to students and student eligibility guidelines; relevant Federal, State and local laws, rules, and regulations; Federal reconciliation reporting processes.

#### **MINIMUM QUALIFICATIONS:**

*Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)*

#### *Education:*

An Associate's degree with an emphasis in Computer Science or related field. Significant course work in computer applications, systems design, technical writing, or network platforms preferred.

*Experience:*

Some (1-2 years full time equivalent) financial aid experience, with significant (4+ years full time equivalent) experience working with complex data systems, coordinating computer operations, networks and software applications in a production environment.

**SPECIAL REQUIREMENTS:**

Position requires prolonged video display terminal viewing and extended sitting. Must be able to perform physical activities, such as, but not limited to, lifting heavy items (up to 50 lbs. unassisted), bending, standing, climbing or walking. May require evening and/or weekend shifts.