

**TITLE: Systems Specialist, Student Financial Services**

**CLASSIFICATION: Classified**

**SALARY GRADE: C10**

**SCOPE OF POSITION:**

Under general direction, performs duties related to systems analysis and operational technology support for Student Financial Services. Facilitates and supports the establishment, evaluation, design, development, setup, upgrade, testing, monitoring, and maintenance of financial aid software systems. Serves as a liaison with users, District departments, state and federal agencies, auditors, software vendors, and students.

**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. Creates and processes local, state and federal student aid imports and disbursements. Reviews, maintains, and runs processes for financial aid and scholarship related functionality. Reviews processes and programs for integration issues.
2. Performs systems analysis to examine issues and works with Information Technology staff, programmers, and software vendors to solve procedural, operational, and technical problems. Serves as first level help desk support for financial aid and scholarship users. Provides recommendations on related policies and procedures to ensure compliance with regulatory needs and system changes.
3. Assists with planning, organizing, and implementing financial aid office operations and computing services. Identifies system or procedural issues and initiates appropriate responses.
4. Supports and oversees the student financial aid enterprise applications in testing and production environments.
5. Writes scripts and runs queries to retrieve and extract essential data and statistics from the financial aid management systems and other databases to support the awarding of aid and reconciliation processes. Develops and generates statistical reports and assists with audits.
6. Provides administration of student financial aid and scholarship programs through the implementation, configuration, and oversight of financial aid computer software. Maintains financial aid network databases and software. Supports and oversees the student financial aid enterprise applications in testing and production environments.
7. Administers security and access levels for staff to vendor software, federal Title IV aid websites, and databases.

**KNOWLEDGE OF:**

1. Principles, practices, relationships and technologies of platforms, operating systems and data.
2. Use of computer servers and services, networking, software, and associated peripherals.
3. Database parameters, systems analysis and design, programming concepts, logic, principles, procedures, techniques and methods, and writing algorithms.

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### **KNOWLEDGE OF – Continued**

4. Federal and state programs that provide financial assistance to students and eligibility guidelines.
5. Federal reconciliation reporting processes.
6. Relevant local, state, and federal rules, regulations, policies and procedures.
7. Applicable technology, including standard office productivity software and other appropriate technology.

### **ABILITY TO:**

1. Learn technologies and educational platforms.
2. Analyze, implement, and troubleshoot software programs.
3. Collaborate productively and cooperatively with individuals and groups both internally and/or externally.
4. Communicate effectively, both orally and in writing.
5. Exercise appropriate judgement in interactions with others and with work processes.
6. Interact with the public in a helpful, courteous, and professional manner.
7. Demonstrate sensitivity to, and respect for, a diverse population.

### **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 the supervising administrators, in coordination with the department where the vacancy exists, if needed.)*

### **EDUCATION:**

Associate degree with coursework in computer applications, system analysis, network platforms, systems, security, or database and programming concepts.

### **EXPERIENCE:**

2+ years of related technical experience working with data systems.

### **SANTA ROSA JUNIOR COLLEGE COMMITMENT:**

*All classifications require a commitment to the District's Vision, Mission, Values, Goals and Objectives as articulated in the [Strategic Plan](#).*