FINANCIAL AID SYSTEMS TECHNICIAN

DEFINITION

Under general supervision, performs a variety of systems support functions to assist in the maintenance of the Financial Aid Department's technology and application systems; assists in the design and maintenance of business processes to meet end user requirements and federal, state, District, local, and department regulatory mandates, rules, regulations, policies, and procedures; provides assistance with systems set up and maintains production schedule and testing plans. Serves as first level help desk support for financial aid systems; assists in coordinating work and services with central Information Technology Department and other staff.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director, Financial Aid. Exercises no direct supervision of staff. May provide technical and functional direction to student workers.

CLASS CHARACTERISTICS

This is a professional-level classification that provides assistance to a variety of business process analysis, system application, and reporting activities. Incumbents exercise a high level of discretion and independent judgment in performing the full range of routine and complex assignments.   Successful performance of the work requires knowledge of database applications and basic knowledge of the District's information systems infrastructure.   This class is distinguished from the Financial Aid Systems Analyst classification in that the latter performs a more complex range of duties and exercises independent judgment within their scope of duties. In addition, this class is distinguished from other s y s t e m s technician classifications by the level of specialized knowledge of and emphasis on financial aid software and database applications.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Serves as first level help desk support in coordination with the Information Technology Department for financial aid users; assists with first level of trouble shooting and maintenance of financial aid systems issues and projects.
2. Researches and responds to troubleshooting requests from administrators and office staff regarding specialized financial aid processes.
3. Maintains financial aid systems processing schedules and calendars.
4. Maintains and coordinates testing plans for bundles, releases and upgrades for financial aid software and database applications.
5. Tracks and reports system issues to monitor progress; and creates and maintains log of reported issues.
6. Serves as first level in troubleshooting of systems issues, including review of new/change in financial aid rules against systems updates; provides recommendations to ensure compliance with regulatory needs and changes.

7. Utilizes and monitors electronic exchange programs used for retrieving and sending data between various agencies related to financial aid administration.
8. Monitors, tracks and coordinate all exception reports from various financial aid software and database applications to ensure financial aid efficiency and compliance.
9. Provides support in maintaining set up requirements for the financial aid software and database applications.
10. Serves as backup to run financial aid systems processes.
11. Works in conjunction with Financial Aid Systems Analysts in the design business processes for the maintenance, access, and retrieval of financial aid data; prepares detailed flow charts and diagrams outlining system capabilities and processes; defines data rules and relationships and develops methods for quality control of the database system; reviews and evaluates database access and reporting software applications to streamline and enhance the financial aid enterprise system; creates documentation of processes.
12. Works in conjunction with Financial Aid Systems Analysts in the design methods and applications to import/export data for analysis; uses various reporting tools and database applications to retrieve information from databases for financial aid staff and other staff as needed; determines required data and presentation formats.
13. Works in conjunction with other analysts to provide assistance to others in the creation and delivery of training materials in support of financial aid software and database applications.
14. Monitors and assists in the maintenance of data integrity of financial aid tables, fields, reports, and related systems; works with the Information Technology Department to execute scripts to correct data issues.
15. Works in conjunction with other analysts to provide first level technical assistance for financial aid staff on system procedures, system integration, data integrity, and reporting.
16. Provides quality control assistance and guidance to staff with various processes to maintain efficiency with financial aid processing.
17. Works in conjunction with other analysts to facilitate the resolution of implementing and scheduling new and/or modified business processes and the development of new modified database processes and reporting requirements.
18. Collaborates with Information Technology Department to monitor and test any new program releases and upgrades to ensure the upkeep of financial aid system efficiency.
19. Communicates with personnel and various outside agencies as needed to exchange information and resolve issues or concerns.
20. Participates with end users and the Information Technology Department in testing and implementing new computer programs as appropriate, including developing and maintaining related documentation.
21. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
22. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
23. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.

24. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
25. Prepares and delivers oral presentations related to assigned areas as required.
26. Learns and applies emerging technologies as necessary to perform duties in an efficient, organized, and timely manner.
27. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Data systems concepts and structures, reporting relationships, data analysis methods, design, practices, and procedures.
3. Principles and practices of programming and application generation tools.
4. Software packages including word processing, spreadsheet, data and database management, reporting tools, and desktop publishing applications and programs.
5. Basic data management, data extraction, and relational database systems theory, principles, techniques, and practices.
6. Research and reporting methods, techniques, and procedures.
7. Principles and practices of data collection and report preparation.
8. Applicable federal, state, local, and District policies, codes, regulations, technical processes, and procedures related to the program to which assigned.
9. Modern office practices, methods, and computer equipment and applications.
10. Record keeping principles and procedures.
11. English usage, spelling, vocabulary, grammar, and punctuation.
12. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, various socio- economic and ethnic groups.

Skills & Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Use computer-related programs and software applications related to the area of assignment.
5. Analyze situations and identify and troubleshoot pertinent technical problems/issues; collect relevant information; evaluate realistic options; and recommend/implement appropriate course of action.
6. Understand and coordinate systems application-related projects with sufficient speed and accuracy.

7. Analyze user needs and translate into detailed specifications.
8. Maintain complex technical rules in support of business processes.
9. Create effective system functional documentation and specifications.
10. Trouble-shoot and resolve student system related problems.
11. Interpret, apply, and explain technical materials to non-technical users; elicit user needs and develop and implement appropriate solutions.
12. Conduct research; analyze, interpret, summarize, and present technical information and data in an effective manner.
13. Make accurate mathematical and basic statistical computations.
14. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
15. Operate modern office equipment including computer equipment and applications programs.
16. Use English effectively to communicate in person, over the telephone, and in writing.
17. Understand scope of authority in making independent decisions.
18. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
19. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:
Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

1. Equivalent to graduation from a regionally accredited four-year college or university with major coursework in computer science, computer information systems, or a related field; and
2. One (1) year of professional experience in supporting and implementing enterprise applications for financial aid, admissions, finance, and/or student services.

OR

1. Equivalent to an Associate's degree from a regionally accredited college with major coursework in computer science, computer information systems, or a related field; and
2. Three (3) year of professional experience in supporting and implementing enterprise applications for financial aid, admissions, finance, and/or student services.
3. Experience in student financial aid administration in higher education is preferred.

Desirable Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR

2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

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 is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Amended: 7/2023