

FINANCIAL AID TECHNOLOGY SPECIALIST

DEFINITION

Under general supervision, provides responsible information technology support related to student financial aid programs; performs related duties as required or assigned.

CLASS CHARACTERISTICS

This is a technical support class, with responsibility for providing specialized assistance in the areas of computer support for the financial aid function. In addition to performing the full range of financial aid eligibility determination duties, this position also coordinates activities required for the computer processing of awards and the production of award payments. This class is distinguished from Financial Aid Advisor in that the latter has extensive contact with potential students and with students having problems receiving financial aid and acts as the Director of Financial Aid on a relief basis.

EXAMPLES OF DUTIES (Illustrative Only)

- Performs technical duties related to departmental computer systems including implementing, testing and debugging program changes and determining packaging parameters (E)
- Manages electronic data exchange processes required for receipt and transmission of data (E)
- Provides training and technical assistance to staff and serves as the unit resource for the computerized financial aid system (E)
- Confers with information technology and other College offices to improve the computerized processing system (E)
- Interprets policies and procedures and resolves difficult problems for office support staff (E)
- Enters student information into the computer processing system (E)
- Determines academic and financial eligibility of students applying for financial aid and monitors ongoing status (E)
- Establishes and maintains files (E)
- Processes and responds to various verification and financial aid and transcript requests (E)
- Prepares, verifies, processes and posts information and documents to various records (E)
- May assist in presenting financial aid orientation sessions to potential students (E)
- May receive, review, analyze and process student applications for various types of financial aid in accordance with state, federal and College guidelines (E)
- Prepares letters and draft reports (E)
- Refers students to other on-campus sources for social service and other assistance (E)
- May attend informational workshops, conferences and meetings to gather and disseminate information
- Performs related duties as required or assigned

(E) = designates essential functions

QUALIFICATIONS

Knowledge of:

- Federal and state laws and College rules and regulations relating to financial aid for students

QUALIFICATIONS (continued)

Knowledge of: (continued)

- Business data processing principles and the data base model used for financial aid applications
- Techniques for dealing with people of diverse academic, ethnic, socioeconomic and cultural backgrounds
- Record keeping principles and procedures
- Standard office practices and procedures, including filing and the operation of office equipment
- Business mathematics
- Basic auditing principles
- Correct English usage, including spelling, grammar and punctuation

Skill in:

- Acting as liaison between computer systems and financial aid program users
- Using computerized hardware, software and data management systems including testing and debugging program changes and determining packaging parameters
- Providing training and work instruction to others
- Interpreting, explaining and applying laws, rules and procedures
- Interviewing students and obtaining required information
- Preparing clear and concise correspondence and reports
- Using initiative and sound judgment within established procedural guidelines
- Maintaining accurate records and files
- Maintaining confidentiality of information
- Making accurate arithmetic calculations
- Establishing and maintaining effective working relationships with those contacted in the course of the work
- Typing or operating a keyboard with sufficient speed and accuracy to enter data into a computer data base

Other Requirements:

- Specified positions may require or desire bilingual skill in a designated second language
- Must be willing to work evenings and weekends at various college sites

Desirable:

- Experience in financial aid services

Education and Experience:

A typical way of gaining the knowledge and skills outlined above is:

Equivalent to completion of two years of college level course work including training or course work in computerized database systems and two years of experience in computerized databases. Additional experience as outlined above may be substituted for the education on a year-for-year basis up to one year.