



TITLE	CLASSIFICATION	SALARY GRADE/ASSIGNMENT
FINANCIAL AID COMPUTER APPLICATIONS SPECIALIST	CLASSIFIED	GRADE: L MONTHS:
BOARD POLICY REFERENCE: 1999 CLASSIFICATION STUDY		Board Approved: 4/00

JOB DESCRIPTION:

Under general supervision, install, maintain, and upgrade software applications designed for the specialized use of the College's Financial Aid Office; ensure efficient operation and integrity of computer operating systems; provide training and support to users; assist students to secure financial aid; serve as lead worker to Financial Aid Technicians; and perform related work as required.

SCOPE:

The Financial Aid Computer Applications Specialist ensures that computer information systems, hardware, software and database table maintenance meet the current needs and future demands of the Financial Aid Office; maintains applications and multiple databases which generate reports and track financial aid disbursements; evaluates and determines student eligibility for financial aid programs.

DISTINGUISHING CHARACTERISTICS:

The Financial Aid Computer Applications Specialist is distinguished from other Financial Aid classifications by the in-depth knowledge of computer applications software programs used by the Financial Aid Office. 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.

1. Installs, maintains, updates and troubleshoots software programs used by Financial Aid Office (such as EDE, Student Status Confirmation Report, EdConnect, PCFAPS) as required by Federal and State entities.
2. Performs online updates to National Student Loan Database.
3. Assists in the development and implementation of the information processing center for the Financial Aid Office.
4. Uploads and downloads information from remote and local networks to aid in processing financial aid requests.
5. Works with Computing Services to obtain additional programs and reports from the College's mainframe computer; configures network to manage data effectively.
6. Trains financial aid staff in the use of software applications.
7. Performs backup and storage procedures for all financial aid information databases.
8. Maintains current knowledge of emerging software applications and makes recommendations for financial aid office; attends conferences and workshops.

9. Serves as back up to Financial Aid Technicians to evaluate financial aid applications and supporting documents for accuracy, clarity and completeness according to Federal and State rules and regulations to determine basic eligibility for financial aid
10. Monitors disbursement of federal and state financial aid awards.
11. Monitors students' academic progress to evaluate continued financial aid eligibility.
12. May make presentations to students and parents regarding financial aid availability and process.
13. Audits work of Financial aid Technicians, reviewing student financial awards to ensure files are compliant with federal regulations.
14. Maintains data elements for SAFERS (a mainframe based financial aid management program).
15. Provides technical assistance to students applying for financial aid electronically using the World Wide Web (WWW).

EMPLOYMENT STANDARDS

ABILITY TO:

Learn new technologies quickly; analyze, implement and troubleshoot new software programs; interact effectively with all areas of Computing Services department; perform complex technical tasks accurately and within defined deadlines; work effectively with diverse group of technical and non-technical 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 way; maintain cooperative working relationships; demonstrate a sensitivity to, and respect for a diverse population.

KNOWLEDGE OF:

Principles, practices, and technologies of computer operating systems such as UNIX, Windows, Windows NT; use of computer mainframe, networking and software; maintaining database parameters; Federal and State programs that provide financial assistance to students; needs' analysis, financial aid packaging, fee waivers, verification procedures, and student eligibility guidelines; interviewing techniques; relevant Federal, State and local laws, rules, and regulations; Federal reconciliation processes and reporting processes.

MINIMUM QUALIFICATIONS:

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

An associate's degree with related coursework in Computer Information Science.

Experience:

Two years of financial aid experience, with an emphasis in installing and maintaining software in a computerized financial aid office.