

TITLE	CLASSIFICATION	SALARY GRADE/ASSIGNMENT
FINANCIAL AID COMPUTER APPLICATIONS SPECIALIST	CLASSIFIED	GRADE: L MONTHS:
BOARD POLICY REFERENCE: 2008/2009 CLASSIFICATION REVIEW		Board Approved: 08/11/09

**JOB DESCRIPTION:**

Under general supervision, install, maintain, and upgrade software applications designed for the specialized use of the District's Financial Aid, Scholarship and Veterans Affairs Offices; ensure efficient operation and integrity of computer operating systems; provide training and support of office computers and software applications; 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 within Federal guidelines; 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, 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. Performs online updates to National Student Loan Database and the Common Origination and Disbursement System.
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, including ISIRs for file creation, corrections, disbursement and response files.
5. Works with Computing Services to obtain additional programs and reports from the District's Student Information System (SIS).
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; troubleshoots technical hardware and software problems; attends conferences and workshops.

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**KEY DUTIES AND RESPONSIBILITIES (continued):**

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 eligibility for financial aid.
10. Monitors disbursement of federal and state financial aid and scholarship 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 Regent FAM (a server-based financial aid management program).
15. Provides technical assistance to students applying for financial aid electronically.
16. Maintains user access (password control) to confidential financial aid management system, as well as local access to State and Federal databases.
17. Queries database to create various Financial Aid Reports.

**EMPLOYMENT STANDARDS****ABILITY TO:**

Learn new technologies quickly; analyze, implement and troubleshoot new software programs; interact effectively with all areas of Computing Services; 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 NTFS; use of computer servers and services, 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:**

*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 Information Science or related field.

***Experience:***

Extensive financial aid experience, with extensive knowledge of computer hardware and software, including operating systems, in a computerized financial aid office.