

Position: Financial Aid Systems Analyst	Salary Grade: 45
	Presented for Board Approval Revised BD: 10/16/2024

### **Summary**

The Financial Aid Systems Analyst is the primary link between users of the integrated systems managing financial aid and student programs and the systems development function of Information Technology. Keeps up with applicable financial aid regulations and collaborates with IT staff to design new business processes as needed. Performs analysis, development, testing and documentation of computer systems and applications for financial aid purposes. Consults with staff and serves as a project coordinator for the design and modifications of well-defined applications on a single platform. Ensures integrity of database structures. Analyzes, researches, and resolves problems connected with financial aid systems.

### **Distinguishing Career Features**

The Financial Aid Systems Analyst requires in-depth knowledge of financial aid programs. Assists the Financial Aid Assistant Director in decision-making regarding best practices, policies and procedures related to financial aid and student systems. The Financial Aid Systems Analyst develops and maintain expertise in relational databases in integrated systems troubleshooting and researching problems related to financial aid and student information systems.

### **Essential Duties and Responsibilities**

- Serves as a project leader for financial aid and student applications.
- Reviews regulation releases and updates to identify possible impact in existing business processes.
- Analyzes and defines current organizational functions and processes to determine system needs, changes, and requirements to abide with state and federal regulations. Develops process documentation and other related materials for every process created.
- Develops new processes or correct existing ones in collaboration with IT. Updates and maintains system changes to meet Satisfactory Academic Progress (SAP) regulations.
- Designs, develops, and uses system queries and reports for the department and for external agencies. Analyzes and interprets data provided by queries and reports to make necessary changes to business processes.
- Performs testing of existing processes and application new bundles and fixes. Monitors processes, troubleshoots, and resolves errors. Reports new bundles and fixes problems to IT.
- Implements data conversions and transitions from old to new systems. Develops user documentation.
- Packages and troubleshoots financial aid awards in compliance with district policies

and all federal, state and local regulations. Plans, schedules, and disburses financial aid funds.

- Performs internal and external reconciliation for federal and state financial aid item types. Identifies and reconciles discrepancies and resolve issues. Requests for Fiscal Services to drawdown and to return federal funds.
- Collaborates with Student Financials and Fiscal Services to ensure timely financial aid disbursements. Handles cancellation of stale dated, lost and stolen, and replacement funds. Reports and resolve tuition calculation errors.
- Generates correspondence to communicate with internal and external constituencies. Produces mailings and reports as needed
- Responsible for the data exchange on behalf of the financial aid office with state and federal agencies; including California Student Aid Commission (CSAC), importing of ISIRs, Common Origination and Disbursement (COD) files for Pell and Direct Loan, and NSLDS.
- Reviews COD reports and resolve discrepancies to ensure adequate funding available for disbursements. Imports Pell Lifetime Eligibility Used (LEU) reports and update aggregates. Verifies setup and reporting for 150% Subsidized Usage Limit Applies (SULA).
- Creates and exports Cerritos Falcon Card Files to HigherOne bank.
- Develops training materials and conduct training programs for financial aid users.
- Updates and maintains system changes to requests security permissions. Extracts and imports information from financial aid databases to support reporting and auditing. Updates tables in databases to reflect current rates and schedules, and identifies and resolves duplicate EmplIDs.
- Assists with audits and program reviews.
- Troubleshoots problems accessing, storing, manipulating, remitting, and extracting data to and from financial aid and student databases.
- Maintains currency of knowledge and skills related to the duties and responsibilities.
- Performs other related duties as assigned.

### **Qualifications**

#### **▪ Knowledge and Skills**

Requires in-depth knowledge of the regulations, rules, and institutional policies and processes relating to financial aid and the connections to admissions, registration, and accounting. Requires in-depth knowledge of federal and institutional satisfactory academic progress policies. Requires in-depth knowledge of Federal and State regulations, policies and procedures relating to awarding and administering financial aid. The position requires a working knowledge of specialized databases used in financial aid, computer applications, operating systems, hardware, telecommunications, and network systems. The position requires in depth knowledge of program development techniques, procedures, tools, and

documentation requirements as well as software systems development life cycles. Requires a working knowledge of complex principles and procedures of computer systems, including analysis, and design. Requires a working knowledge of word processing, relational database concepts, and design techniques and tools. Requires a working knowledge of transcripts and satisfactory academic progress. Requires well-developed human relation skills to convey technical concepts to customers in individual and workshop settings, and exercise sensitivity. Requires sufficient language skills to prepare written correspondence used in external communications. Requires sufficient math skills to compute principal, interest, sums, percents, and ratios.

▪ **Abilities**

Must be able to operate a variety of computer terminals, printers, and peripheral equipment. Requires the ability to access and enter, import, and export data to and from computer-aided student financial aid applications including the ability to update special tables. Requires the ability to analyze preceding, yet technical problems and to develop and apply appropriate solutions. Requires the ability to apply financial needs analysis methodology. Requires the ability to analyze data and develop logical solutions. Requires the ability to analyze technical and complex information and documents and make assessments according to complex policies, procedures, and mandated regulations. Requires the ability to discuss technical information with users. Requires the ability to impart technical and detailed information through one-on-one or group presentations. Must be able to read, understand and apply information from technical manuals. Requires accurate record keeping and file maintenance duties. Requires the ability to communicate both formally and informally with a wide range of contacts both inside and outside the College setting. Requires the ability to maintain productive and cooperative working relationships with others.

▪ **Physical Abilities**

Incumbent must be able to function effectively indoors engaged in work of primarily a sedentary nature. Requires the ability to sit for extended periods to accomplish data entry and deskwork. Requires sufficient arm, hand, and finger dexterity in order to use a personal computer keyboard, multi-media presentation, and other office equipment. Requires the ability to work in areas subject to exposure to risk of shock from electronic equipment. Requires normal hearing and speaking skills to communicate with staff and students in one- on-one and small group settings, and distinguish sound prompts from equipment. Requires visual acuity to read words and numbers. Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations.

▪ **Education and Experience**

The position requires a Bachelor's degree from an accredited college or university and two years of direct work experience in using data management systems to analyze data and develop operational reports. Five years of comparable related work experience may substitute for education.

▪ **Licenses and Certificates**

May require a valid driver's license.

**Working Conditions**

Work is performed indoors where minimal safety considerations exist.