FINANCIAL AID COMPUTER ANALYST

CLASS SUMMARY

Under general direction, is responsible for implementation and control of Financial Aid software and computer hardware; acts as department contact person for Information Technologies Services department and outside service, software, and hardware vendors; initiates projects and makes recommendations to improve and enhance the financial aid data processing system; works independently; assumes and performs related duties and responsibilities as required.

REPRESENTATIVE DUTIES

Evaluates, recommends, installs, manages, modifies, and maintains Financial Aid software and hardware; provides technical support for microcomputer systems, communications and applications; analyzes, designs, implements, and reviews computer systems; plans, coordinates, and performs installation or upgrades of hardware and software systems to assure smooth transitions; participates in the formulation of long-range Financial Aid computer systems plans; tests and debugs application programs and resolves problems to make the software work effectively; identifies, diagnoses, troubleshoots and coordinates resolution of hardware and software problems by contacting the appropriate vendor; develops and conducts training sessions and related materials; analyzes network and/or applications needs and coordinates recommended solutions with Information Technologies Services; is responsible for producing accurate state and federally mandated Financial Aid reports such as the FISAP, MIS and electronic PELL transmissions; transmits and downloads records to and from the Department of Education via modem; contacts the Department of Education to resolve problems, clarify issues, and make recommendations for improvements to their financial aid software; performs data recovery of damaged files utilizing programming and analytical skills; utilizes spreadsheet, database, word processing, and financial aid programs to collect information and produce required reports and documentation; devises ways to produce desired results in spite of software errors and limitations; handles and coordinates computer repairs and lockdowns.

ORGANIZATIONAL RELATIONSHIPS

This class reports to the designated manager/administrator and directs the work of part-time student assistants. May lead, direct, and coordinate the work of other staff members on specific projects.

FINANCIAL AID COMPUTER ANALYST (continued)

DESIRABLE QUALIFICATIONS GUIDE

Training and Experience

Bachelor's degree preferably in a computer related field and two years of programming or computer related experience utilizing technical and analytical skills. Additional computer or financial aid experience may be substituted for the education requirement on a year-for-year basis.

Knowledge and Abilities

Thorough Knowledge of: systems analysis and design; computer programming concepts, logic, principles, procedures, techniques, and methods; microcomputer systems including hardware, operating systems, network commands and software packages for financial aid, word processing, spreadsheet, and database.

Ability to: read, understand, interpret, and apply technical and educational data and information; elicit information and communicate with staff and management effectively; produce finalize, and check work efficiently; operate a variety of office automation equipment such as microcomputers and peripherals in a network environment; identify and troubleshoot equipment and software failures to ensure minimal downtime; evaluate and recommend the usefulness of a wide variety of software and hardware; stay apprised of current trends and developments in information technologies hardware and software; apply knowledge and analytical skills to solving programming and operational problems; establish cooperative working relationships with staff, administrators, vendors, and others contacted in the course of performing assigned duties; make independent judgments and work independently.

Skills: pass district administered microcomputer use aptitude test.

Working Conditions: This position requires prolonged video display terminal viewing.