

FINANCIAL AID COMPUTER TECHNICIAN

CLASS SUMMARY

Under general direction, provides responsible support involving the coordination of diverse functions into a cohesive program or service; required to exercise some independent judgment; assumes and performs related duties and responsibilities as required.

REPRESENTATIVE DUTIES

Maintain financial aid computer system and student database; download applications from U.S. DOE into system; generate, send and receive electronic transmissions from federal processing center; transmit electronic student aid report corrections, resolve problems, interface student enrollment from the mainframe to the financial aid system; Compiles complex documents according to established guidelines requiring thorough knowledge of federal, state, and district policies and financial aid procedures; assists supervisor in difficult reporting and research activities; reviews and processes a variety of documents and records relating to assigned function; develops complex files, coordinates input from a variety of sources and maintains information for related databases; prepares agendas, calendars, reports, correspondence, and statistical records; ensures required approvals and proper processing of preliminary and final documents; handles difficult and complex public relations; coordinates scheduling with district support systems; may lead and coordinate the work of clerical assistants; may coordinate office work flow.

Downloads student information to generate production of annual student aid files; develops and maintains letters and forms for correspondence with students; oversees mass mailings of packets and ensures the correct forms are sent to the appropriate students; coordinates combining and rollover of files from year to year; maintains records of student flow for statistical purposes; performs packet intake, reviewing all forms for completeness and accuracy; identifies and resolves inconsistencies; responsible for analyzing data to produce accurate state and federally mandated reports for various financial aid programs such as BOGW and PELL, Cal Grant, MIS; assists financial Aid computer Analyst in maintaining and modifying program parameters; generates, sends, and receives electronic transmissions such as ISIR, EPV and resolves any resulting discrepancies; downloads and transforms financial aid data into a spreadsheet format to produce required reports; coordinates resolution of problems with advisors, students, mainframe and PC software; accesses security file to perform necessary system functions; trains some hourly staff and student assistants.

ORGANIZATIONAL RELATIONSHIPS

This class reports to the designated manager/administrator. May be responsible for determining workflow to other support staff.

FINANCIAL AID COMPUTER TECHNICIAN (continued)

DESIRABLE QUALIFICATIONS GUIDE

Training and Experience

Any combination of training and/or experience equivalent to four years of college coursework in business, accounting, computer information systems or related field, and two years of increasingly responsible financial aid experience, including training in electronic systems, financial aid software and programs and progressively responsible experience in complex support to management involving some independent responsibility.

Knowledge and Abilities

Good Knowledge of: the principles of record keeping and the ability to devise record keeping and reporting systems; various reports and statistics required by the college and state; data processing procedures, terminology and operation; office methods, procedures and equipment, including automated equipment; basic research and data collection methods, computer systems and various software packages for word processing, financial aid applications, spreadsheets and databases.

Ability to: communicate effectively and clearly, both orally and in writing with students, parents, and staff; interpret and apply federal, state, and financial aid policies and procedures; examine and verify financial aid documents and reports; read, understand, interpret, and apply technical and educational data and information; operate a variety of office automation equipment such as microcomputers and peripherals in a network environment; prepare, transmit, and download information via modem; 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 and maintain cooperative working relationships with staff, administrators, vendors, outside agencies, and others contacted in the course of performing assigned duties; analyze and resolve complicated situations using independent judgment and problem solving techniques; work independently.