**Position Description**

|  |  |  |  |
| --- | --- | --- | --- |
| **Job Title:** | Data and Systems Coordinator | **Location:** | Lee-Kildow Hall |
| **Department:** | Financial Aid | **Reports To:** | Director – Financial Aid |
| **Division:** | Enrollment Services | **Pay Grade:** | P5 |
| **FLSA Status:** | Exempt |  |  |

**SUMMARY**

The Data and Systems Coordinator in Financial Aid is responsible for the integrity, maintenance and implementation of systems and processes related to student records. This position manages and coordinates operations within the student software systems and is responsible for compiling and analyzing data for the Financial Aid Office operational and analytical reporting needs. This position works closely with other enrollment services departments to ensure accurate reporting of student information.

# Essential Duties and Responsibilities

This list includes, but is not limited to the following:

* Implements, analyzes and maintains technology system functionality for the Financial Aid Office.
* Designs and administers custom processes in Financial Aid Office systems.
* Manages the testing of the student module within the Enterprise Resource Planning (ERP) and related software systems when process releases, patches, critical updates, modifications and integrations are made.
* Analyzes current systems, identifies system and process improvements and assists with the implementation and maintenance of new software systems.
* Develops, validates and generates key analytical and operational reports, including those needed for state and federal requirements that include data and metrics relating to Federal Student Aid.
* Resolves system data integrity issues and discrepancies.
* Oversees the general implementation, management and administration of the student document imaging system in collaboration with Information Technology.
* Administers student communication utilizing software systems.
* Collaborates with Information Technology and other departmental data system leads to troubleshoot and resolve reporting and system problems within the Financial Aid Office systems.
* Develops documentation of system processes and workflow and trains students, staff and faculty.
* Provides guidance in relation to data and systems in absence of the Director.
* Maintains a positive, helpful, constructive attitude and work relationship with supervisor, college staff, students, and the community.
* Provides technical and systems support to staff
* Customizes, maintains and implements the annual set up and rule writing procedures for Student Financial Aid applications, which includes but is not limited to disbursement rules, Satisfactory Academic Progress calculation rules and award packaging.
* Develops and conducts routine tests to ensure the Student Financial Aid software systems are in working condition and comply with the various reporting agency requirements.
* Keeps Director abreast of changes in government regulations that impact institutional policies, processes, and systems.
* Researches, creates and executes federal and state reporting.
* Collaborates with other departments to promote, support, and achieve long-range student recruitment and retention goals.

# Marginal Duties

* Cross trains with other financial aid positions to provide backup and coverage of absences.
* Supports office and college functions by participating in appropriate committees.
* Performs other duties as assigned.

**REQUIRED MINIMUM QUALIFICATIONS**

The following requirements represent the minimum qualifications necessary for an individual to satisfactorily perform each essential duty and be successful in the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties.

**Education and Experience**

Bachelor’s degree and a minimum of three years full-time experience in technology support within higher education, or an equivalent combination of education and experience. Experience in enrollment services may substitute for the degree requirement on a year for year basis. Experience with ERP and financial aid systems and project coordination in a college setting is preferred.

**Knowledge, Skills and Abilities**

* Ability to research, read and interpret complex rules, regulations and instructions
* Strong interpersonal, verbal and written communication skills
* Ability to foster a cooperative work environment with students, employees and external contacts in a diverse community
* Presentation skills required for training and occasional presentations
* Strong analytical and problem-solving skills
* Proficient skills in current versions of Windows and Microsoft Office suite
* Ability to operate standard office equipment including phone and copier
* Ability to work remotely if necessary

# Physical Demands and Work Environment

The physical demands and work environment described here are representative of those that must be met or are encountered by an employee in the normal course of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical requirements and environment are typical of those in a general office setting. This job involves regular sitting, standing, walking, typing, moving, lifting objects up to 10 pounds and exposure to office lighting. A wide variety of standard office equipment is continually used, including phone, copier, printer and computer.

**September 2024**