State College of Florida, Manatee-Sarasota
Job Description

Job Title: Systems Analyst, Financial Aid Services
Reports to: Assistant Director, Financial Aid Services
FLSA Status: Exempt
Level: 211
Position Class:

Job Summary:
The Systems Analyst, Financial Aid Services is specifically responsible for researching, planning, and making recommendations for system enhancements to improve efficiency and productivity in the delivery of financial aid to students. It is expected that the individual will develop best practices for managing the extensive and complex financial aid data within the Financial Aid Services Office.

NOTE: Job descriptions and essential functions are subject to change due to advances in technology, utilization of work force, and other factors which may impact the College’s need to modify position requirements.

Essential Duties and Responsibilities:
The following listing of essential job duties indicates the general nature and level of work required in this job. This is not designed to be a comprehensive listing of all the activities, duties, or responsibilities that may be required in this job. Individuals assigned to this job may be asked to perform other duties as required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of the job.

Applicants may be asked to demonstrate any or all of the following duties:

1. Remains current regarding all federal and state regulations pertaining to financial aid programs.
2. Performs process analysis of financial aid processes by reviewing, analyzing, and creating detailed documentation of financial aid systems, process flows, staff and student needs.
3. Researches, troubleshoots, and advises on software interfaces with the SunGard Banner administrative system. Defines business needs and analyzes system upgrades and patch release guides documentation.
4. Makes recommendations on installations, timing and training.
5. Analyzes impact of system (Common Origination & Disbursement (COD), EdConnect, SunGard Banner; and National Student Loan Data System (NSLDS) upgrades to existing financial aid processes to determine the potential impact to process flow.
6. Performs tasks at the operational level and customer service communication level associated with the administration of student financial aid. Adheres to federal and state policies, procedures and guidelines as well as those of the College and campus financial aid.
programs.

7. Transmits and requests electronic data from the Department of Education and Common Origination and Disbursement (COD).

8. Coordinates the loading of Institutional Student Information Records (ISIRs) into the Banner system, as well as, packaging of federal, state and institutional aid. Writes ad-hoc reports using the College report writing system.

9. Organizes and prepares a variety of technical reports, including creating and running population selections (POPSEL) in Banner. Locates and extracts data from a variety of information sources (Banner, COD, EdConnect, etc.).

10. Develops regular training materials and presents training sessions to Financial Aid staff incorporating software changes.

11. Serves as the primary technical liaison between IT programmers as well as other institutional offices to develop technical solutions in support of institutional strategic initiatives.

12. Perform other duties as assigned.

**Job Qualifications:**
The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education/Experience:**
  Bachelor’s degree from a regionally accredited college or university in the computer information systems, business administration, or a closely related field. Two years of programming and/or system analysis experience. Previous experience in a post-secondary academic and/or financial aid setting is required.

- **Supervisory Experience:**
  At least one year experience as a “lead” employee, with responsibility for training or assigning work to others and assisting others with problems, is required.

- **Language Ability:**
  Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Excellent English listening and speaking skills required. Spanish language proficiency is an asset.
• **Math Ability:**
  Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to apply concepts of basic algebra and geometry.

• **Reasoning Ability:**
  Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram/chart, or schedule form.

• **Computer Skills:**
  To perform this job successfully, an individual should have advanced computer skills in Microsoft Office Applications, including Word, Excel, and Outlook and basic knowledge of PowerPoint software. Demonstrated analytical skills with the ability to gather and compile data and prepare reports and knowledge of SQL and PL/SQL syntaxes and the ability to learn and demonstrate programming skills within 6 months of hire date is required. Must become efficient with current college database software and other college required software within one month of hire. Banner experience is preferred.

• **Certificates and Licenses:**
  None required.

**Responsibility for People and Property:**
Provides training to financial aid staff as directed.

**Responsibility for Communication:**

• **Internal Contacts:**
  Routine contact with all levels of SCF staff.

• **External Contacts:**
  Occasional contact with state and internal auditors and scholarship donors.

**Work Environment:**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**Physical Demands:**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to walk, sit, use manual dexterity, and talk and hear. The employee is occasionally required to stand, reach with hands and arms, climb or balance, stoop, kneel, crouch or crawl, taste or smell, and lift up to 10 pounds. Vision requirements for the position include close, distance, color, and peripheral vision,
depth perception and the ability to adjust focus.

**General Performance Standards and Expectations:**
In addition to satisfactory performance on all of the essential job duties and responsibilities for this job, all State College of Florida, Manatee-Sarasota employees must fulfill the following basic performance expectations:

1. **Mission and Goals:** Each State College of Florida, Manatee-Sarasota employee is expected to know the College’s mission and goals.

2. **Customer Service:** All State College of Florida, Manatee-Sarasota employees will strive to provide outstanding customer service to everyone they serve including students, the community, and fellow employees.

3. **Grooming and Appearance:** State College of Florida, Manatee-Sarasota employees are expected to maintain a neat and professional image at all times. When issued, College personnel must wear uniforms, and maintain a neat, clean, and well-groomed appearance.

4. **Safety Awareness:** State College of Florida, Manatee-Sarasota employees are expected to work diligently to maintain safe and healthful working conditions, and to adhere to proper operating practices and procedures designed to prevent injuries. Employees are required to wear personal protective equipment as provided.

5. **Attendance Standards:** State College of Florida, Manatee-Sarasota employees are expected to attend their work assignments and schedules at all times, in accordance with College Rules and Procedures.

6. **Training:** State College of Florida, Manatee-Sarasota employees are expected to attend College-provided training sessions and meetings when deemed necessary.

7. **Continuous Improvement:** State College of Florida, Manatee-Sarasota employees are expected to give attention to continuous assessment and improvement of the position’s assigned set of duties and responsibilities.

**Approvals:**
This job description has been reviewed and approved by the leaders whose signatures appear below.

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<tr>
<th>Title</th>
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<td>Preparing Manager</td>
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