

FINANCIAL AID TECHNOLOGY SUPPORT SPECIALIST
(Bargaining Unit Position)
(Range 30)

DEFINITION

Under general supervision of the Director of Financial Aid, research and recommend technological approaches for implementing Financial Aid functions, perform technical functions related to computer technology and Financial Aid administration, provide backup assistance to Financial Aid Specialist in association with system functions, and perform other related duties as required.

DISTINGUISHING CHARACTERISTICS

The Financial Aid Technology Support Specialist class is distinguished from other classes in the Student Services Support series in that incumbents are responsible for researching and recommending new technological approaches for implementing Financial Aid functions, and serve as back up to other Financial Aid positions.

ESSENTIAL FUNCTIONS

- Develop, design, maintain, and provide support for the Financial Aid web site;
- Train staff, faculty, and students on local, federal, and state third party software;
- Upgrade and maintain internet applications, including electronic student access files;
- Troubleshoot software and hardware problems associated with the department, third party software, and other agencies;
- Provide support for financial aid application batch processing;
- Facilitate Financial Aid program coordination with other departments on campus;
- Serve as liaison to Computer Services department and/or staff;
- Review and recommend software/hardware computer needs related to Financial Aid Office tasks for San Luis Obispo and North County Campuses;
- Coordinate and assess computer training needs for Financial Aid staff;
- Coordinate with Computer Services staff for the purchase, distribution, repair, and inventory of department computer equipment;
- Install, upgrade, and maintain federal and state software;
- Transmit and retrieve files through District, state, and federal integrated software systems;
- Operate electronic keyboard equipment accurately;
- Establish and maintain cooperative working relationships with those contacted in the performance of duties;
- Demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of staff and students and of staff and students with physical and learning disabilities;
- Communicate effectively orally and in writing.

Duties require the physical ability to:

- Work at a desk, conference table or in meetings of various configurations;
- Sit and concentrate on a single project for 2 to 3 hours;
- Understand and carry out written and oral directions;

- See for the purpose of reading laws and codes, rules and policies, and other printed matter;
- Hear and understand speech at normal levels;
- Speak so others will be able to understand normal in-person and telephone conversation;
- Lift and/or carry 25 pounds.

ESSENTIAL FUNCTIONS OF PARTICULAR POSITIONS WITHIN CLASSIFICATIONS MAY VARY BECAUSE JOB DUTIES MAY VARY BY WORK LOCATION.

QUALIFICATIONS

Education and Experience:

Preferred:

- Associate's degree, with emphasis in Computer Technology or equivalent.
- Minimum three years increasingly responsible computerized financial aid processing and clerical experience;
- Web Page maintenance and development.

Knowledge and Abilities:

- Web page development, including accessibility specifications for students with disabilities;
- Knowledge of web applications specific to Financial Aid process;
- Various federal and state computer software programs related to Financial Aid administration;
- Student Financial Aid eligibility and processing;
- Ability to adapt to changing state and federal regulations requiring automated technologies;
- Ability to learn new technologies quickly;
- Current technologies, personal computer, and associated office software such as word processing, spreadsheet, presentation, and/or database software.

CCCUE Salary Approval: 01/22/04
Board of Trustee Approval: 2/4/04