SIERRA COLLEGE

Job Description

JOB TITLE:	INFORMATION SYSTEMS ANALYST – FINANCIAL AID
PAY GRADE:	CL 26
LAST REVISED:	MARCH 2017

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job. Additional or different duties from the ones set forth below may be required to address changing business needs/practices.*

SUMMARY DESCRIPTION

Under general direction of the Program Manager, Financial Aid Department, this position is responsible for providing complex and independent analysis and decision support for process improvement for the technical and functional support of the information systems within Student Services Financial Aid Department. This includes but is not limited to day-to-day communication with users to understand the functional tasks related to complexity and delivery of federal and state financial aid. It will also include technical support, overseeing system upgrades, reviewing release guides and patches, developing test plans, technical writing and specifications, training department staff, and the reporting of system defects including all technical aspects of third party software. Develop reports, analyze, and communicate a wide range of institutional research information that support decision-making. The position may perform a variety of functional and technical tasks relative to assigned area of responsibility.

REPRESENTATIVE DUTIES/ESSENTIAL FUNCTIONS - *The following duties are typical for this job classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Use overall understanding of the functional tasks and work output within student services to serve as the liaison to end users, IIT, and the software manufacturer in identifying, resolving, and communicating business systems issues and technical projects within Student Services Financial Aid Department.
2. Research and assist with identification and resolution of technical/functional system issues.
3. Analyze and assist with prioritization of functional business operational needs.
4. Oversee and monitor progress on approved technical initiatives and system-related projects within Student Services Financial Aid Department.
5. Provide direction and support to users within Student Services Financial Aid Department in defining system rules, system requirements, and report specifications.
6. Serve as the Data Steward and Technical Liaison for the Financial Aid Module, including user setup, security and maintenance.
7. Retrieve and analyze student services data stored in the ERP system.
8. Evaluate new or currently unused system functionality within the Financial Aid module.
9. Monitor appropriate list-serves and communicate new, relevant information to financial aid users.
10. Coordinate all system-related data refreshes within Financial Aid.
11. Coordinate and participate in system testing within Student Services and Financial Aid.
12. Assist department in developing and/or updating processes and procedures for new and existing technical tasks or utilities.
13. Complete analysis of data/processes and procedures that impact technical effectiveness and the ability to fully leverage technology to serve students in the delivery of federal, state, and institutional financial aid.

14. Document user requirements and work with IIT to ensure timely implementation or delivery of technical service requests, reports, etc.
15. Represent Financial Aid in determining business impact of proposed upgrades and/or system changes. This also includes recommendations to implement new functionality.
16. Ensure and maintain data integrity within the Financial Aid module.

17. Research and identify administrative systems that expedite and improve the timing and quality of work products and information flow to support research and decisions.
18. Serve as central receipt and quality control for all technical/system documentation and/or project-related materials, assuring completeness and accuracy.
19. Provides technical data management and decision support services to Student Services Management.
20. Designs and applies miscellaneous technical decision support models; works with Financial Aid staff to identify needs, constraints, and work efficiencies.
21. Partner with Staff Development or IIT as needed to provide technical training for Financial aid and or Student Services Staff.
22. Perform other related duties as required.

QUALIFICATIONS - *The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

Knowledge of:

- Human relations skills to facilitate discussions to establish goals, share information with users and communicate with individuals that have varying technological skill levels who may have competing interests.
- Technical aspects of field of specialty.
- District organization, operations, policies, and objectives.
- Interpersonal skills using tact, patience, and courtesy.
- Technical systems, methods, processes, reporting and technical writing, preferably within services that support customer and/or students.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Relational and/or Oracle database concepts, including logical and physical data layout and report writing tools.
- Principles and practices of technical writing, technical project management, administrative report preparation, and technical student data analysis.

Ability to:

- Accomplish departmental goals, objectives and annual performance plans as assigned to the position.
- Understand the organization and operation of the division as necessary to assume assigned responsibilities.
- Apply, interpret, and draw conclusions using advanced technical and statistical concepts.
- Use sound judgment in recognizing scope of authority.
- Exercise good judgment and discretion in analyzing and resolving confidential, difficult, and sensitive situations.
- Work under steady pressure with frequent interruptions.
- Support and maintain technical database systems
- Extract data from information systems using various report writing and query tools.
- Design and apply algorithms, simulations and technical business models to solve multi-variable

problems.
- Understand and apply Federal regulations, State laws and regulations, District policies and procedures and guidelines governing Financial Aid within community college operations.
- Prepare complex, reports, multi-media presentations, and empirical findings, forecasts, and recommendations to audiences with diverse backgrounds.
- Work productively with others and make formal presentations.
- Communicate clearly and concisely, both orally and in writing using proper English and grammar.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. Examples of ways to obtain the knowledge and abilities would be:*

Education/Training:
Bachelor's degree from an accredited college or university with major course work in business administration, managed information systems, statistics, or any related field.

Experience:
Three years of increasingly responsible experience in supporting an ERP system or comparable experience.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT - *The conditions herein 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 job functions.*

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally walk, stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.