JOB TITLE: Information Systems Analyst – Financial Aid

PAY GRADE: CL 26

LAST REVISED: July 2025

*Job Descriptions/Class Specifications are intended to present a descriptive list of the range of duties performed by employees in the job and are **not** intended to reflect all duties performed within the job.*

Sierra College has a strong commitment to the achievement of equity and inclusion among its faculty, staff, and students and values the rich, diverse backgrounds that make up the campus community. A strong candidate for this position must have the understanding and ability to successfully support individuals with varying backgrounds. This includes persons with disabilities, various gender identities and sexual orientations, as well as individuals from historically underrepresented communities and other groups. Our District is committed to providing strategies for success and proactive student-centered practices and policies focused on eliminating equity gaps to ensure the District provides an inclusive educational and employment environment focused on strategies for success and equitable outcomes for all.

SUMMARY DESCRIPTION

Under general supervision from assigned manager, provides complex and independent analysis and decision support across several District information systems; develops process improvements for the technical and functional support of integrated information systems and applications used by Financial Aid, including delivery of federal and state financial aid; provides technical support and project management of system upgrades and implementations; and provides leadership with data visualization, insights, and recommendations regarding data integrity to support decision making.

REPRESENTATIVE DUTIES

The following duties are typical for this 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. Serve as the liaison to end users, Information Technology Services (ITS), and software manufacturers by identifying, resolving, and communicating information systems issues and technical projects affecting Financial Aid.

2. Researches, identifies, and resolves technical and functional system issues,

3. Analyzes and prioritizes complex and competing business operational needs affecting Student Services.

4. Analyzes data, processes, and procedures that impact technical effectiveness and the ability to fully leverage technology to serve students and develop equitable solutions; researches and analyzes business practices, processes, and specifications to define system rules, customized configurations, and report specifications; automates reoccurring processes and delivery of information to improve efficiency.

5. Serves as technical lead coordinator of financial aid milestones, such as end of term processes and registration activities; defines system rules and requirements; sets parameters, schedules, and monitors batch jobs, data generation and integrity.

6. Designs and writes specialized database queries and custom reports to retrieve and analyze student data stored in the District's Enterprise Resource Planning (ERP) system and other integrated systems.

7. Troubleshoots process, application, and data integrity errors using tools including, but not limited to, reports, ad hoc database queries, and code review; identifies root causes; develops and implements appropriate resolutions to maintain data integrity and continuity of services within the ERP system financial aid module and integrated systems.

8. Works collaboratively with ITS and stakeholder groups on the development of custom programming; writes programming requests defining the scope and objectives for applications along with system constraints and end user requirements; analyzes and defines current organizational functions, processes, sources, and data to determine application needs and requirements; reviews and tests new developments.

9. Monitors and analyzes user-submitted data for fraudulent activity, including scripted data submissions, inauthentic student registration, visually altered documents, and AI-generated writing; identifies rapidly changing data patterns; investigates cases of suspected fraud; develops strategies and best practices for suspending fraudulent activity before enrollment and mitigating the impact after enrollment; gathers data to aid management in making decisions; trains District staff to identify fraud related to enrollment and student services processes and minimize the impact to disproportionally impacted populations.

10. Coordinates and participates in system upgrade testing affecting Financial Aid; researches, analyzes, and compares version compatibility between modules to determine appropriate upgrades; evaluates new or unused system functionality within the ERP system financial aid module and other integrated or third-party systems; reviews vendor documentation to identify affected configurations, processes and customizations; identifies conflicts between baseline functionality, localized functionality, integrations with other systems, and Sierra College custom development; makes recommendation to stakeholders; writes test plans and coordinates with user groups, documents, tracks and reports issues to the vendor.

11. Represents Financial Aid in determining business impacts of proposed upgrades or developments to the ERP and integrated systems; researches and identifies changes to existing configurations or implementations of new administrative systems that expedite and improve the timing and quality of work products and information flow to support research and decisions.

12. Provides technical data management and decision support to management; develops and maintains information reporting tools to create technical decision support models, including reports, dashboards, and visual data representations; works with Financial Aid staff to identify needs, constraints, and work efficiencies.

13. Maintains and develops scripts to report data to third-party regulatory agencies, educational research partners, and federal and state agencies; validates reported data for accuracy.

14. Oversees and monitors progress on approved technical initiatives and system-related projects within Financial Aid.

15. Leads implementation of new software products to enhance the student and staff experience and improve the flow of business practices.

16. Collaborates with department staff in developing or updating processes and procedures for new and existing technical tasks or utilities; serves as central receipt and quality control for all technical and system documentation and project-related materials; develops and maintains functional and technical documentation for applications processes and functionality across multiple modules and applications.

17. Trains Financial Aid staff on newly implemented processes and systems functionality; partners with Professional and Organizational Development Staff and/or ITS to provide functional documentation and technical training for District staff.

18. Develops and maintains customized pages and forms in the District information systems and databases to improve the end user experience and efficiency; configures Applied Programming Interface (API) and integrations between systems to improve the flow of data and streamline the student experience.

19. Serves as the technical liaison and application administrator for the financial aid modules in the ERP and related systems, including user setup, security, and maintenance.

20. Participates in inter-district workgroups within the California Community College system and ERP system user groups; provides data and feedback to influence the development of new functionality to meet District needs and changing regulations and to improve the student experience from diverse backgrounds.

21. Seeks out new and relevant information about system trends and strategies, updated regulations, and new uses of technology; attends professional development training, webinars, and conferences; monitors list-serves and community discussions; communicates new, relevant information to financial aid end users.

22. Performs related duties that support the overall objective of the position.

QUALIFICATIONS

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

Knowledge of:

- Relational and/or Oracle database concepts, including logical and physical data layout, structured query language (SQL), and report writing tools.
- Concepts, methodologies, analysis, and processes of technical systems that support the District, including Ellucian products, Argos reporting, and Hyland document imaging.
- Technical aspects of field of specialty.
- Sierra College and operations of the assigned division/department.
- Program development techniques, procedures, tools, documentation requirements, and Software Development Life Cycle (SDLC) for implementation, new development, and enhancements.
- Testing and test planning techniques, including functional, unit, regression, compatibility, and usability testing.
- Principles and practices of technical writing, project management, report preparation, and technical data analysis.
- Federal, state, and local laws, codes, and regulations regarding support of District practices, technology systems, and software, including, but not limited to, the Family Educational Rights and Privacy Act (FERPA) and the Americans with Disabilities Act (ADA).
- Data elements, submission timelines, and data integrity rules for regulatory reports required by the District, and California or the U.S. Department of Education, along with data collection methods used by the District to meet this need.
- Moderate to complex mathematical concepts.
- Research methods and techniques.
- English usage, grammar, spelling, punctuation, and vocabulary, including proofreading and formatting techniques.

Ability to:

- Perform technical and operational duties to support District information systems and software, including analysis, design, configuration, maintenance, troubleshooting, and operation.
- Support and maintain technical database systems.
- Extract data from information systems using report writing and query tools, such as SQL.
- Navigate a complex relational database that includes vendor-delivered baseline and localized functionality, and in-house custom development.
- Design and apply algorithms, simulations, and technical models to solve multi-variable problems.
- Write test plans for new developments and perform regression testing for vendor releases and upgrades.
- Read and interpret application code for troubleshooting.
- Apply, interpret, and draw conclusions using advanced technical and statistical concepts.
- Prepare complex reports, multi-media presentations, and empirical findings, forecasts, and recommendations to District staff, vendors, and stakeholders with diverse backgrounds and varying levels of technical knowledge and skills.
- Use sound judgment in recognizing scope of authority.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Plan and organize work to meet schedules and changing deadlines.
- Maintain a high level of attention to detail.
- Perform basic record keeping functions.

- Utilize office procedures, methods, and equipment, including computers, technology, and applicable software applications sufficiently to perform the duties of the classification, including the District's Banner Enterprise Resource (ERP) system, data visualization tools, and intermediate to advanced Microsoft Excel skills.
- Maintain confidentiality of information.
- Perform arithmetic calculations of average to above-average difficulty.
- Follow oral and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Provide general work training, guidance, supervision assistance, and direct activities of students or temporary employees.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Coordinate with staff and others to minimize delays or interruptions to District activities.
- Work independently and collaboratively.
- Apply District policies and procedures.

EDUCATION AND EXPERIENCE GUIDELINES

Any combination of education and experience that demonstrates the required above knowledge and abilities is qualifying. Examples of ways to obtain the above knowledge and abilities could include, but are not limited to, the following:

Education/Training

- Two years of college with major course work in computer science, engineering, management information systems, statistics, or any related field.
- Applicable industry certifications may substitute for some education.

Experience

- Four years of increasingly responsible experience in supporting an Enterprise Resource Planning (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.

Board Approved: July 15,2025