AUBURN
Human Resources

Mgr, Financial Aid & Scholarships Systems & Data Admin

JOB INFORMATION

Job Code	KB20
Job Description Title	Mgr, Financial Aid & Scholarships Systems & Data Admin
Pay Grade	AA12
Range Minimum	$64,820
33rd %	$82,110
Range Midpoint	$90,750
67th %	$99,400
Range Maximum	$116,680
Exemption Status	Exempt
Approved Date:	8/6/2026 11:53:53 AM

JOB FAMILY AND FUNCTION

Job Family:	Academic Services & Administration
Job Function:	Data Analytics

JOB SUMMARY

Manages the day-to-day functionality of Financial Aid & Scholarships' technical systems to ensure operational effectiveness, compliance support, ongoing business modernization, and the quality of the department's processes, reporting, data exchange, and system performance. Provides functional guidance for system changes and leads a team supporting system operations, user readiness, and service delivery.

RESPONSIBILITIES

- Serves as the functional administrator for Office of Financial Aid & Scholarships enterprise resource planning (ERP), customer relationship management (CRM), and related administrative systems, overseeing system workflows, maintenance, execution, configuration support, and operational effectiveness.
- Develops, validates, and analyzes ad hoc and recurring reports using SQL queries and other reporting tools to support operational monitoring, compliance review, and data-informed decision-making.
- Serves as the technical-functional liaison for Financial Aid and Scholarships, coordinating with central technology support, university departments, and suppliers to translate business needs, resolve system issues, and support effective system operations.
- Researches, develops and maintains documentation, training resources, and operational guidance for financial aid and scholarship systems and processes, including business processes, system configurations, data flows, integrations, and internal controls, ensuring alignment with business needs, regulatory requirements, best practices, and operational objectives
- Evaluates current and future system needs, business processes, and quality-control results to identify gaps and recommend improvements that support compliance, efficiency, data integrity, and service delivery.
- Provides functional guidance and participates in testing, implementation, upgrade, integration, bundle, and patch activities for administrative systems, including coordination of related internal change communications and user readiness activities.
- Manages and validates data transfers, integrations, and related system processes between financial aid and scholarship systems, reporting tools, and other platforms to ensure accurate, complete, and timely data exchange
- Leads and supports a team by assigning and reviewing work, providing training and technical guidance, supporting performance management, and ensuring work is completed in accordance with office procedures, compliance expectations, and service standards.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	Supervises others with full supervisory responsibility.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	No specific discipline. Desired: degree in business administration, engineering, management information systems, business analytics, or a related field.	and	6 years of	experience in data management tools and systems, data analysis and reporting, or enrollment/student systems.	Or
Master's Degree	No specific discipline. Desired: degree in business administration, engineering, management information systems, business analytics, or a related field.	and	3 years of	experience in data management tools and systems, data analysis and reporting, or enrollment/student systems.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Advanced proficiency with Microsoft Office applications, including Excel, Word, Outlook, and related productivity tools.	
Ability to develop, validate, and analyze reports using SQL queries and other reporting tools.	
Knowledge of system integrations, data exchange processes, and external partner platforms.	
Effective project management skills.	
Ability to assess, document, and improve complex business processes with attention to detail, accuracy, and internal controls.	
Knowledge of information systems, system configuration, data flow, data integrity, and related best practices.	
Knowledge of FERPA, student records privacy requirements, and data protection practices.	
Knowledge of federal, state, and institutional financial aid regulations and compliance requirements.	
Ability to apply compliance requirements, internal controls, and audit-readiness practices to system administration, reporting, and business process documentation.	
Ability to work collaboratively on projects and build relationships with internal and external stakeholders.	

REQUIRED PRE-EMPLOYMENT/ONGOING SCREENINGS

Financial History Check

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Office and Administrative Support

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Walking			X			
Sitting					X	
Lifting		X				
Climbing		X				
Stooping/ Kneeling/ Crouching		X				
Reaching		X				
Talking					X	
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme temperatures		X			
Hazards		X			
Wet and/or humid		X			
Noise			X		
Chemical		X			
Dusts		X			
Poor ventilation		X			

Vision Requirements:

Ability to see information in print and/or electronically.; Requires performing and/or viewing work on a computer screen for the majority of the day. Ability to view and interpret information on a computer screen for long periods of time.

Travel Requirements:

In-State

Additional Special Requirements:

May occasionally require work on weekends and after business hours.