Auburn University Job Description

Job Title: **Spec, Financial Aid Systems**

Job Code: **KB14**

FLSA status: Exempt

Job Family: No Family

Grade FO09: $48,700 - $82,800

Job Summary

Reporting to the Assistant Director of Financial Aid Services, the Financial Aid Systems Specialist provides technical support and expertise to the Office of Student Financial Aid. Oversees system upgrades, data load and data analysis, file transfers, system queries, application system processes, 3rd party databases, and first-level technical support for financial aid staff.

Essential Functions

1. Conducts daily data load of federal ISIRs and performs thorough data analysis to ensure compliance with federal regulations. Runs daily processing of aid award, generates aid offer letters and missing information letter as needed.

2. Writes, edits, and reviews complex SQL statements and population selections. Work autonomously and with the Assistant Director and Director to write and edit population selections to identify potential compliance issues and ensure precise awarding, notifying, communicating, and disbursing of aid to students.

3. Provides technical guidance and support to students, parents, and staff regarding financial aid inquiries and offers technical assistance for school-level issues as needed working with the vendors to resolve issues.

4. Facilitates secure bi-directional daily file transfers between Auburn University, Federal Student Aid, Campus Logic, and Campus Communicator.

5. Performs testing of patches and upgrades to the Banner Financial Aid module, Appworx, Campus Logic, and Campus Communicator. Ensures the timely development and maintenance of forms on the AU Financial Aid website. Collaborates with Campus Logic and Campus Communicator to implement necessary annual and ad-hoc updates and create new forms and aid notices.

6. Supports the loan processing function by processing federal loan disbursements, identifying and resolving loan-related issues, and serving as a backup to the Director and Assistant Director for loan processing and technical responsibilities.

7. Processes journal vouchers and vendor vouchers for financial aid staff, as well as student aid vouchers from PPS.

8. Performs other related duties as assigned.

Supervisory Responsibility

May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.

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Minimum Required Education and Experience

	Minimum	Focus of Education/Experience
Education	Four-year college degree	Bachelor's degree in Higher Education, Business, Management, Education, Counseling, Systems Management or related field. Master's degree in Higher Education, Business, Management, Systems Management or related field is desired.
Experience (yrs.)	5	Experience in data analysis, information systems, and/or financial aid technology. Experience in Banner, SQL, or financial aid is desired.

Substitutions allowed for Education:
Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:
Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge
Advanced understanding of financial aid processes and regulations in order to maintain federal compliance. Working knowledge of federal regulations and guidelines governing federal student aid programs, office and university policies, basic accounting, and intermediate math. Knowledge of Student information systems, such as Banner, Appworx, Campus Logic, and Campus Communicator, and the ability to use them to manage financial aid processes and generate reports. Knowledge of SQL and other programming languages, as well as database management concepts, to write, edit, and analyze data using SQL statements. Ability to troubleshoot to diagnose and resolve issues related to software and systems used for financial aid processing. Excellent communication and interpersonal skills to interact effectively with students, parents, and staff, as well as to collaborate with colleagues and stakeholders across different departments and organizations.

Certification or Licensure Requirements
None required.

Physical Requirements/ADA

No unusual physical requirements. Requires no heavy lifting, and nearly all work is performed in a comfortable indoor facility.

Externally imposed deadlines; set and revised beyond one's control; interruptions influence priorities; difficult to anticipate nature or volume of work with certainty beyond a few days; meeting of deadlines and coordination of unrelated activities are key to position; may involve conflict-resolution or similar interactions involving emotional issues or stress on a regular basis.

Job frequently requires sitting, talking, hearing, handling objects with hands, .

Job occasionally requires standing, walking, reaching, stooping/kneeling/crouching/crawling, and lifting up to 25 pounds.

Vision requirements: Ability to see information in print and/or electronically.

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Date: 4/18/2023