POSITION PURPOSE:
The Associate Director, Financial Aid Systems supports the Director of Financial Aid, Operations and Compliance in regulatory and compliance issues for Financial Aid from a systems perspective. This position is responsible for the daily maintenance of the Banner Financial Aid Module including creating and maintaining adequate testing plans and maintaining financial aid compliance and other duties as assigned.

SUPERVISORY AND OTHER RELATIONSHIPS:
This position reports to the Director of Financial Aid, Operations and Compliance. This position provides direct supervision to two Financial Aid Specialists and other staff as needed.

EXAMPLES OF DUTIES:
The following examples of duties illustrate the general range of tasks assigned to the position, but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

- Responsible for the daily maintenance of the Banner Financial Aid Module.
- Creates and maintains adequate testing plans to ensure the seamless operation of Banner as it relates to all aspects of data integrity, reporting, etc.
- Works closely with technical staff to ensure that new regulations are properly incorporated into Banner.
- Works closely with technical staff to resolve functional issues in Banner that prevent or inhibit financial aid delivery.
- Identifies and analyzes systematic problems, proposes solutions, and provides training to address issues.
- Maintains subject matter expertise in federal, state, and institutional financial aid regulations.
- Maintains a thorough understanding of guidance governing federal, state, and institutional financial assistance programs.
- Writes and administers test plans for upgrades, patches, or new software implementations that affect the Banner system.
- Assists in the determination of central office and campus needs related to Banner.
- Ensures the routine duties associated with financial aid delivery, including but not limited to all aspects of importing/exporting financial aid records, batch award processing, disbursing, reconciliation, and beginning and end of term/year clean-up processes are adequate for use within the student information system.
- Documents all aspects of upgrades and changes to processes and procedures to support the development and execution of a systems operational calendar.
- Supports the usage of the student information system in tandem with the college’s transactional file delivery related to ISIR and COD data files through technology such as Edconnect, TD Client, and other tools as needed.
- Manages the development of exporting and importing functions of all file types related to the receipt of student financial aid information for the purposes of determining student eligibility and disbursement.
- Determines the feasibility of improving financial aid processes using automated systems.
- Recommends changes to existing policies and procedures.
- With the Director, determines timelines and future projects with input from project partners.
- Implements and maintains documentation for the general use of the Banner Financial Aid module.
- Reviews and analyzes reports from Banner to validate data integrity.
• Supports reconciliation efforts for federal, state, and institutional aid programs.
• Maintain a commitment to CSCC overarching goals including initiatives encouraging equity and diversity.
• Performs other duties and tasks to support the overall success of the division.

May work nights and weekends, within contractual limits.

**PROFESSIONAL PARTICIPATION AND DEVELOPMENT**
In addition to the accountabilities listed above, the incumbent is required to carry out the essential duties of:

• Attendance and participation at convocation, commencement and honors ceremonies;
• Service on assigned committees and task forces;
• Attendance and participation at, committee, staff, informational, and professional meetings at the college and regional level.

**QUALIFICATIONS:**
Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and students. They are expected to have excellent oral and written communication skills along with strong Information technology literacy skills such as Microsoft Office (Word, Excel, Outlook, Teams etc.) Incumbents are required to have demonstrated advanced knowledge and abilities in the following:

• Experience with a highly automated financial aid management system and a thorough knowledge of state and federal financial aid rules regulations required.
• Familiarity with funding sources, their policies, and regulations.
• The ability to multi-task and manage multiple deadlines in a fast-paced environment.
• Exceptional problem solving, planning, and organizational skills.
• Interacting favorably with staff, agency personnel, and related vendors.
• Effective interpersonal, written, oral, and presentation skills.

These skills and abilities typically are acquired through a combination of education, training and experience which would include a Master’s degree in accounting, business, student affairs, public administration, or related field together with two to five years of experience in financial aid in a higher education setting, with up to two years of supervisory experience; or a combination of education, training and experience which would lead to the competencies required for successful performance of the position’s essential duties.

**WORK ENVIRONMENT**
The incumbent typically performs work in offices, conference rooms and in locations where groups of students, faculty and staff gather. The work does not, normally, involve any significant physical effort. The incumbent may travel to public sites to make presentations as well as travel to regional or central meetings and conferences.