PALOMAR COMMUNITY COLLEGE DISTRICT

SYSTEMS MODULE FUNCTIONAL ASSISTANT – FINANCIAL AID

Class specifications are not 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.

DEFINITION

To serve as an assistant to the functional specialist in the Financial Aid & Scholarships department supporting specific PeopleSoft module(s); to perform professional level duties in the analysis, evaluation, design, development, testing, implementation, documentation and maintenance of computer system applications specific to assigned department; to provide technical support to end users on the use of applications; produce a variety of reports; and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from higher level supervisory or management staff.

ESSENTIAL AND MARGINAL FUNCTIONS STATEMENTS

The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:

2. Maintain and process all Student Financial Aid disbursement.
3. Maintain, monitor and process all Return to Title IV and Repayment to the U.S. Department of Education.
4. Provide assistance in the maintenance of computer system applications specific to the assigned department.
5. Update and maintain all electronic communications with students (i.e., eServices, e-mail, electronic letters).
6. Maintain and process Scholarship database and report queries.
7. Provide technical assistance to end users in updating and maintaining system data; write, modify and generate ad hoc queries and reports; serve as an assistant to the Systems Module Functional Specialist within the assigned department.
8. Assist in the reviewing and analyzing system problems including system documentation and production output to identify solutions and/or make appropriate referrals.
9. Participate in PeopleSoft project team’s activities, tasks and meetings.
10. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of information systems.
11. Perform related duties and responsibilities as required.
QUALIFICATIONS

Knowledge of:
- Operations, services, and activities of information systems programs
- Personnel computer hardware and software components
- Operational characteristics of various computer programs and software packages
- Basic database principles and concepts
- Methods and techniques of developing reports
- Methods and techniques of developing and writing technical documentation
- Pertinent Federal, State and local codes, laws and regulations
- Knowledge of general processes and procedures related to colleges and universities

Ability to:
- Provide functional support for the implementation and maintenance of various software applications
- Respond to and identify user needs and determine resolutions
- Detect, isolate and resolve applications problems
- Create and generate various reports, charts and other materials
- Work effectively with management, faculty and staff
- Communicate clearly and concisely, both orally and in writing
- Establish and maintain effective working relationships with those contacted in the course of work

Experience and Training Guidelines
Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:
- Two years of increasingly responsible computer experience including the use and troubleshooting of large, complex software applications or information systems analysis.
- Two years of Financial Aid experience.

Education and Training:
- One year of college-level course work in business computer applications, computer sciences, information systems or related field.

WORKING CONDITIONS

Environmental Conditions:
- Office environment; exposure to computer screens; extensive contact with staff and outside vendors, may travel to various locations.

Physical Conditions:
- Essential functions may require maintaining physical condition necessary for sitting for prolonged periods of time; extensive use of computer keyboard; extensive verbal and electronic communication with systems users; moderate or light lifting.