

Student System Support Analyst
Office of Student Financial Aid and Scholarships
Vanderbilt University, Nashville, Tennessee

Position Summary:

The Student System Support Analyst is part of the dynamic Office of Student Financial Aid and Scholarships team within Enrollment Affairs at Vanderbilt University and is responsible for day-to-day operations related to the monitoring, administration, and maintenance of the PeopleSoft Financial Aid Software System and all other system related processing activities of Financial Aid. Reporting to the Associate Director for Operations, the Support Analyst will have a working knowledge of the financial aid business processes that drive the application system in order to provide customer service to the financial aid staff through systems support. In addition, the Support Analyst will work with Process and Solution Implementations (PSI) division personnel, helping integrate Student Financial Aid activities within the overall student support system architecture.

Key Roles and Responsibilities:

- Responsible for the daily functional operation of the main application system in Financial Aid including initiating, monitoring, overseeing, and analyzing the results of system processes, which are used to support the operational and business needs of the office.
 - Assist in new financial aid year setup and perform related support functions to enable the setup of each new financial aid year. Including, but not limited to: data entry, table setup, setup review, testing, merging data, and interfacing data.
 - Coordinate daily authorization and fund disbursement processes.
 - Work with the senior staff to formulate protocols, initiate automated processes, monitor system performance, and handle problems and outages.
 - Under the guidance and direction of the office's senior staff and in conjunction and collaboration/coordination with the PSI team division personnel, evaluate, develop, and recommend policies, procedures, and strategies relative to the operation of the office's overall financial aid management by translating business needs and staff-supplied specifications into effective system solutions.
 - Work with the PSI team to test system upgrades and regulation releases.

- Responsible for development and implementation of appropriate data reporting programs and required processing procedures in support of staff information needs identified through discussions and/or written communications.
 - Use automated system software to interface with various government and private entities in order to retrieve relevant support data needed as part of the overall processing mission of the office.
 - Review existing queries and reporting tools and processes to determine their continued acceptability, and suggest any relevant changes as appropriate. Write new queries as needed.
 - Analyze data and any other relevant information to compile statistical reports and interpret/determine trends and determine if report results are logical and reasonable in light of the information requested.

- Responsible for general support of office functions relying on the use of automated systems.

- Monitor system supplies and take action to maintain appropriate inventories.
 - Perform document scanning required to support the needs of the office.
 - Participate in ongoing systems training on the vendor supported PeopleSoft financial aid management system and other software used in the office.
 - Work with senior staff to educate the office personnel on new features and processes as they become available.
- Other duties as assigned.

Supervisory Relationships:

This position does not have supervisory responsibility, the position reports administratively and functionally to the Associate Director.

Education and Certifications:

Bachelor's Degree is required.

Experience and Skills:

- At least two years of related experience is required.
- Proficiency with Microsoft Office (Word, Excel, Outlook and Access) is required.
- Demonstrated ability working collaboratively in a team environment is required.
- Ability to communicate effectively, both orally and in writing is preferred.
- Ability to process computer data and to format and generate reports is preferred.
- Database management skills are preferred.
- Ability to make administrative/procedural decisions and judgments is preferred.
- Knowledge of financial aid policies, procedures, and eligibility requirements is preferred.
- Experience in administering federal financial aid programs is preferred.
- Knowledge of Oracle/PeopleSoft Student Administration software is preferred.
- Knowledge of federal financial aid program processing software (e.g. EdConnect) is preferred.

Questions:

If any further information is needed or if you have specific questions about this position, please contact Melissa Smith, Associate Director of Financial Aid, at (615) 322-3591 or by e-mail at m.smith@vanderbilt.edu.

Application Procedure and Position Availability:

This position is available immediately and the search will remain open until the position is filled. Please apply online with a letter of interest, resume, and reference list at the following link:

<http://www.vanderbilt.jobs>. Keyword: 1801469.