

Job Description

Position Title: Functional Analyst – Project Coordinator

Job Group: Financial Aid

Job Level Group: Professional Senior

FLSA Status: Exempt

Position Summary:

The Functional Analyst and Project Coordinator is responsible for coordinating and monitoring various projects, initiatives, and Office of Financial Aid and Scholarships (OFAS) technologies to support enrollment and FAFSA completion, student communications, engagement, and services for OFAS. This position is a member of OFAS and will work closely with OFAS leadership and staff, information technology, institutional research, and other units providing support services to students.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Creates interactive reports to maximize the efficiency and use of data by various College areas. Retrieves data, provides data analysis and prepares analytical reports.
2. Analyzes and documents existing processes and systems, completes regular quality assurance on system processes, and makes recommendations for enhancements; provides technical assistance and training, develops user documentation.
3. Researches and resolves difficult and complex student issues.
4. Performs research to resolve technical questions and problems. Contacts software vendors regarding possible defects and resolutions for software upgrades.
5. Works with a variety of departments and vendors to ensure system operability between Ellucian Banner SIS and third-party systems.
6. Facilitates learning and training for OFAS staff to utilize the data in the system to make data-driven decisions.
7. Provides operational and procedural advice to improve the functionality of systems in alignment with policy and business processes.
8. Participates on projects relating to new systems or upgrading of existing systems including system testing and validation for functionality, enhancements and customizations.
9. Serves as a project coordinator for OFAS projects and initiatives by providing technical leadership and expertise during the planning, coordinating, implementation, and review phases of work.
10. Advises OFAS leadership during the planning process on operational or procedural matters to meet project goals and objectives.
11. Provides technical expertise and oversight of projects relating to the updating and maintenance of systems, with a focus on the advising functions of systems, communication platforms, webpages, student portal, etc.

12. Assists with the maintenance and coordination of communication plans and operational calendars throughout the student lifecycle.
13. Leads and participates on projects relating to new systems or upgrading of existing systems including system testing and validation for enhancements and customizations.
14. Collaborates with OFAS leadership to develop procedures, policies, and operations related to high quality student service.
15. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills and Abilities:

1. Knowledge of regulatory compliance principles and practices
2. Knowledge of administrative procedures and practices
3. Knowledge and application of organizational and time management principles
4. Knowledge of project management principles
5. Skill in analyzing data and drawing conclusions
6. Skill in effective communication (both written and oral)
7. Skill in project management principles, processes, and techniques
8. Skill in organization, coordination and management
9. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results
10. Ability to apply effective and accurate data entry and typing skills
11. Ability to operate relevant equipment required to complete assigned responsibilities for the position

Supervision:

- Not responsible for supervising the work of others.

Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- **Organizational Culture:** Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.
- **Information and Analytics:** Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in Education, Mathematics, Computer Technology or a closely related field of study required.
 - Three (3) to Five (3) years of related in Title IV, Scholarships, Grant administration or a related compliance oriented area
 - Must be able to meet federal accessibility standards to access and update federal databases; cannot be in federal student loan default or overpayment
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; may be required to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Pre-employment Background Check Required