



Louisiana's
Community & Technical Colleges
Changing Lives, Creating Futures

ERP Financial Aid Specialist

The Louisiana Community and Technical College System (LCTCS) invites applications for the position of **ERP Financial Aid Specialist**.

Position Summary:

The Enterprise Resource Planning (ERP) Financial Aid Specialist provides ongoing support of the Banner Financial Aid module. This position is responsible for module configuration changes, development, execution and validation of financial aid module tests, reports creation based on the needs of financial aid operations, and provides training to financial aid module end users within the LCTCS system. In addition, the Specialist proactively seeks ways to improve financial aid related business processes, and to effectively apply software features to support those processes.

Duties and Responsibilities:

- Develop relationships with Financial Aid management and staff to evaluate their needs as well as develop and implement plans to meet those needs.
- Provide coordinated delivery of Banner Financial Aid support with the Banner ERP team.
- Configure and modify the Banner application to meet business requirements.
- Develop functional specifications and create reports needed by the Financial Aid departments, and school-based staff.
- Provide hands-on “just-in-time” support and assistance to users.
- Create ad hoc queries using SQL for data requests and auditing needs.
- Support the development and support of interfaces to external systems in conjunction with technical support resources.
- Facilitate regular effective communication between Financial Aid staff and the Banner ERP project management team, including reminders, updates, and opportunities for feedback.
- Prepare and execute test plans to ensure that patches, modifications, and updates to the system are thoroughly tested before being migrated into production.

- Review patches, modifications, and updates to the system to determine impact on current functionality. Recommend system changes for improved workflow, compliance, and/or increased functionality.
- Create and maintain documentation (e.g., setup documentation, training documentation, user procedures).
- Identify ongoing financial aid training needs, assist in training plan development, and provide training to end users.
- Performs related duties as required or assigned.

Qualification Requirements:

- The successful candidate is required to have a minimum of a Bachelor's Degree from an accredited university in a related field. The following skill sets are highly desired:
- In depth technical and functional knowledge of the Banner Financial Aid module applications in a higher education environment, with a minimum of 3 years' experience with the Banner platform.
- Knowledge of SQL including creating, modifying and troubleshooting queries.
- Extensive problem-solving experience working with all aspects of the technical system including troubleshooting and determining best alternatives for implementing new procedures.
- Proven track record in gathering business requirements, providing change control management, and managing user expectations.
- Experience working and communicating with various levels both within and outside an organization including senior management, steering committees, technical IT staff, and end-users.
- Experience developing strong customer relations and managing customer expectations.
- Familiarity with project management software, such as Microsoft Project.
- Experience at working both independently and in a team-oriented, collaborative environment.
- Strong written and oral communication skills.

Additional Requirements:

A valid Louisiana Driver's License
Proof of motor vehicle insurance

In accordance with LCTCS Policy #6:036, a criminal history check will be conducted on all new hires. LCTCS participates in the federal E-Verify system for identification and employment eligibility purposes.

Compensation:

Depends on Qualifications

Application Instructions:

Applicants for this position should submit 1) a cover letter, 2) resume and 3) the names and contact information of three work-related references to:

Human Resources Specialist
Louisiana Community and Technical College System
265 S. Foster Drive
Baton Rouge, LA 70806

or via email to employment@lctcs.edu.

Applications will be accepted until position is filled.

For more information about the Louisiana Community and Technical College System, visit www.lctcs.edu. LCTCS is in partnership with Louisiana Economic Development FastStart and Louisiana Job Connection.

Louisiana Community and Technical College System is committed to diversity and is an equal opportunity / equal access employer.