UNIVERSITY OF WISCONSIN-SUPERIOR
POSITION DESCRIPTION
Information Manager
Financial Aid Office

Working Title: Information Manager
Hayes Hill Title/Level: Associate/No-Prefix/Senior Information Manager/100% 12 month appointment
Position Reports to: Director of Financial Aid

Position Summary:
Under the general supervision of the Financial Aid Director, this position will serve as the functional lead for related systems including, but not limited to, the PeopleSoft Campus Solutions system and ImageNow system. This position is a blend of student financial aid functional knowledge, technical expertise, data collection, and business analysis skills.

Duties and Responsibility:
Financial Aid Systems Planning and Development:
  • Serve as the functional lead for PeopleSoft student financial aid module.
  • Responsible for ensuring financial aid related systems comply with regulatory requirements, consistently apply policies and procedures and provide quality data.
  • Work in collaboration with Application Services staff to streamline production schedules, resolve programmatic issues and implement system enhancements.
  • Ensure proper security access is given to staff within the Financial Aid Office as well as other departments as deemed necessary.
  • Serve as the office liaison with external groups (UW System workgroups, PS HEUG, etc.) and other agencies (U.S. Dept of Ed, Great Lakes, ImageNow, HEAB, UW System, etc.) for system and technology related issues.
  • Monitor PeopleSoft Customer Connection, ImageNow site, and other relevant information sources for updates on releases, filed cases, and documentation. Submit cases to PeopleSoft and other system or software providers to promote resolution of issues.
  • Maintain current knowledge of US Department of Education software and protocols, including Direct Loan and Pell reporting procedures as well as reporting mechanisms for other aid agencies, such as the Wisconsin Higher Educational Aids Board and Fund for Wisconsin Scholars Program.
  • Develop and maintain effective documentation and end-user training.

Process Review/Improvement and Procedures
  • Actively work to enhance service to institutional constituents through on-going review of business processes and workflow.
  • Develop and retain knowledge of application interface specifications of offices impacting Financial Aid, including the Registrar, Student Financials, and Admissions.

Data Processing, Reporting & Analysis
  • Manage batch processes.
  • Maintain knowledge of PeopleSoft records to ensure the integrity of the data used for internal and external reporting.
  • Serve as the primary contact for reporting financial aid related information to external agencies such as UW System, U.S. Dept of Ed, HEAB, etc. Work with the Office of Institutional Research for reporting Common Data Set data to external agencies.
  • Serve as the financial aid contact for writing queries using tools such as PeopleSoft Query and Microsoft SQL. Assist in designing reports used for quality assurance and reporting efforts.
ImageNow System Manager

- Oversee setup and administration of Financial Aid ImageNow imaging system.
- Work with Application Services to maintain the workflow process.
- Plan and test enhancements and upgrades to ImageNow system.

Participate as a team member in departmental and institutional goals:
- Represent the office on university committees and the institution in state and national professional organizations.
- Assist with financial aid counseling and awarding as needed and perform other related duties as assigned by the Director.
- Participate in professional development opportunities through webinars, workshops, conferences (Alliance conference, WHEPSUG), etc. to maintain up-to-date knowledge of federal and state regulatory changes, software enhancements, and network with colleagues from other campuses.
- Provide leadership and supervision in absence of the Director.

Knowledge, Skills and Requirements:

1. Comprehensive knowledge of federal and state financial aid regulations and need analysis.
2. Working knowledge of FERPA rules and regulations and ability to ensure compliance.
3. Comprehensive knowledge of the implementation, administration, maintenance and customization of PeopleSoft Campus Solutions software.
4. Considerable knowledge and understanding of the Financial Aid schedule of activities throughout the year.
5. Knowledge of, and experience in, project management.
6. Working knowledge of system testing and quality assurance techniques and standards.
7. Skill in effective leadership and teamwork.
8. Excellent analytical and problem solving skills.
9. Effective oral and written communication skills including group facilitation and group presentation.
10. Skill in operation of MS Office, PeopleSoft, imaging and the ability to create queries.
11. Ability to work with confidential and sensitive information and records.
12. Ability to commit to the highest ethical standards.
13. Ability to demonstrate good judgment in decision making.
14. Ability to evaluate and integrate new technology into current financial aid processes and ability to install, configure, troubleshoot, maintain and test new software as needed.
15. Ability to maintain accuracy and detail amidst interruptions and under pressure.
16. Ability to work well with diverse people and groups with different levels of technical ability.
17. Ability to work with confidential and sensitive information and records.
18. Ability to perform dedicated customer service.

Minimum Qualifications:

- Bachelor’s degree.
- Minimum of two years experience with relational database management systems.

Preferred Qualifications:

- Master’s degree.
- Experience using PeopleSoft Campus Solutions software, specifically as it relates to Financial Aid, at a power user level.
- Experience using an imaging system at a power user level.
- Ability to query data and write reports using query tools such as PeopleSoft Query and Microsoft SQL Server Management Studio.
- Experience working with business process improvement.
- Experience in higher education, preferably in financial aid.