



Office of
Student Financial Aid
UNIVERSITY OF WISCONSIN-MADISON

SYSTEMS JOB DESCRIPTION

Systems Coordinator

Department Overview:

The Office of Student Financial Aid (OSFA) assists students making college affordable through federal, state, and institutional funding. Our office strives to provide a seamless enrollment experience for students and their families, which supports the recruitment, retention, and on-time graduation of students.

The Systems Unit is the support team within OSFA that configures, maintains, troubleshoots and implements new initiatives and streamlines processes within the student financial aid software systems, most notably but not limited to PeopleSoft Campus Solutions 9.2. Our systems support work is essential to maintaining the work of other units within OSFA and our adherence to federal, state, and institutional compliance of financial aid.

Qualifications:

- Handle and manage student information confidentiality within office space.
- Must have Federal Work Study offered as part of your financial aid package; this is required
- Preference given to first-year students or sophomores, and students who are able to work during the summer.
- General knowledge of PeopleSoft Campus Solutions 9.2 preferred, but not required
- Ability to exhibit or learn professional and technical knowledge regarding Federal Financial Aid and OSFA policies.

Job Duties & Responsibilities:

- If you are detail-oriented, a quick learner, a multi-tasker, and eager to develop your skills in technology, then this position is for you! Coordinators will have opportunity for personal and professional development and supervisor will work to provide projects that match their professional interests and areas for skill development.
- Maintain and resolve issues with student financial aid information within the Student Information System (SIS) and 3rd party systems housed within Financial Aid.
- Create content detailing OSFA and Systems processes within Confluence (office policies and procedures online database).
- Assist in Systems projects, including but not limited to data collection, process improvements, and creating training documents.
- Other duties as assigned

Knowledge, Skills, & Abilities:

- Ability to utilize verbal and written communication skills
- Detail-oriented and ability to multi-task
- Emerging self starter
- Ability to learn quickly, think critically, and ask questions to optimize work flow
- Exemplary customer/end user service skills
- Ability to develop your problem-solving skills
- Ability to work both as a team member and individually
- Knowledge of Microsoft Office Suite (including Outlook, Word, Excel, Teams)
- Knowledge of Zoom and WebEx is helpful

Anticipated Schedule:

- Office schedule will be agreed upon with employees after hire.
- Systems regular office hours are 8:00am-4:30pm Monday-Friday
- Some remote options may be available

Anticipated Hours:

- Hours/week: 10 hours minimum for the Academic Year and summer

Compensation:

\$11.50/hr

Training Requirements:

Training on PeopleSoft Campus Solutions 9.2, JIRA ticket tracking software, Confluence documentation software, and federal, state, and institutional financial aid policies and regulations, and MS Visio.

Supervisor:

Alex White (alex.white@wisc.edu)