Student System Support Technician
San Diego Community College District

Job Title	Student System Support Technician
Department	Educational Services
Institution	San Diego Community College District
	San Diego, California
Date Posted	Feb. 5, 2025
Application Deadline	03/02/2025
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Administration - Student Affairs
	Administration - Other
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Apply By Email	
Job Description	

Student System Support Technician

San Diego Community College District

Closing Date: 3/2/2025

Position Number: 011653

Location: District

Position Type: Classified

The Position:
Posting Details (Default Section)

Closing Date: 03/02/2025 Open Until Filled No Classification Title Student System Support Technician Working Title Recruitment Limits Location District Pay Information Range 24 ($5,350.77-$7,026.74) per month based on the current Classified salary schedule. New employees will begin on Step E ($5,350.77). Step placement is non-negotiable. Promoted or transferred employees will be placed as specified in the CBA. This position is FLSA Non-exempt (may accrue overtime). Excellent Benefits are provided to all Contract employees with assignments greater than, or equal to, 50% (0.50 FTE) and all eligible dependents. A temporary probationary period will apply to the employee entering this assignment. The SDCCD Employment Web Page provides a link to employee collective bargaining agreements/handbooks and more information about terms and conditions of employment to include salary and benefits. Position Equivalent FTE: 1.0 FTE No. Months: 12 months Position Number: 011653 FLSA Status Non-Exempt (accrues overtime) Position Type Classified Bargaining Unit AFT - Classified Professionals Range 24 Department Educational Services The Position Applications are being accepted for the Student Systems Support Technician position in the Educational Services Division through the Student Services Department, located at the San Diego Community College District's District Admin Office.

THE ROLE
The Student Systems Support Technician will be crucial in district-wide efforts at San Diego City, Mesa, and Miramar colleges to administer all federal and state financial aid programs. The Technician provides high-level technical assistance, guidance, and troubleshooting to practitioners who deliver financial aid to students.

THE TEAM
The Student Systems Support Technician is also one of four dedicated financial aid professionals on the Student Services team, which supports all the district's colleges and students. The team maintains the highest level of records and communication to ensure that all students receive available aid to support their educational and career objectives.

SUPPORTING STUDENTS
The Student Systems Support Technician supports some of our most in-need students by ensuring programs such as the San Diego Promise Program, Extended Opportunity Programs and Services (EOPS), CalWORKs, and many more are supported in paying for college expenses and maintaining their well-being outside the college.

THE OPPORTUNITY
The Student Systems Support Technician is a role in which current professionals with documented federal or state financial aid experiences at a college or university may continue growth and development in the field of financial aid. This position provides the opportunity to obtain a higher level of technical, problem-solving, strategic planning, and the execution of the projects and initiatives through a multi-college district environment.

The days are Monday through Friday (8 AM-5 PM). The selected candidate must be willing to adjust workdays/hours based on the department's needs.

Please note that an employee may be transferred to any site at the option of the Chancellor.
Classification Description Click **here** for description.

If you would like to open the link in a different tab or window, right click and select the option. Desired Qualifications Applicant must have the ability to:

- Knowledge of financial aid business processes in a higher education setting.
- Work in a team environment and have excellent communication skills.
- Multi-task, maintain accurate and complex files, compute statistical data, and prepare reports.
- Interpret rules, laws, regulations, policies, and procedures related to financial aid.
- Use independent judgment and work independently with little to no direction.
- Ability to develop organizational systems to meet schedules and timelines.
- Familiarity with PeopleSoft, including resolving complex system issues.
- Two to three years of increasingly responsible experience in interpreting and applying rules and regulations, preferably in a financial aid program.

Foreign Degree: Applicants with foreign degrees from colleges or universities outside of the United States must have their coursework evaluated by a professional association that is a member of the National Association of Credential Evaluation Services **(NACES)** or Academic Credentials Evaluation Institute, INC.**(ACEI)**. A copy of the evaluation must be submitted with your online application. Commitment to Diversity: All applicants must have demonstrated cultural competency and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and classified professionals.

Click **here**for the EEO / Diversity / Nondiscrimination - Policies and Procedures Special Instructions to Applicants: To ensure **full** consideration, qualified candidates must submit a **complete** online application that includes the items listed (extraneous material will not be reviewed). References to

resumes or other uploaded documents within the online application will be considered an "incomplete" application; please enter "N/A" if any section does not apply.

1. Complete the online application;
2. Cover Letter, as it relates to the position;
3. Resume; AND,
4. Three (3) professional references listed within the application.
5. Unofficial Transcripts (optional);
6. Foreign Degree Evaluation (if applicable).

Important: To ensure consistency and fairness to all candidates, please do not submit materials other than those requested (i.e., personal photos, articles you've written, etc). Please only upload the requested documents using respective document name labels. Unless specifically requested within this posting, uploading extraneous materials may result in your application not being reviewed. Only complete application packets will be forwarded to the committee.

- Application materials sent via mail, fax, or email will **not** be accepted.
- Note that correspondence, including interview invitations, will be sent to you via email.
- All inquiries, nominations, and applications will be held in the strictest confidence.

Tentative Timeline (Subject to Amendments) Conditions of Employment: **SELECTED CANDIDATE IS REQUIRED TO COMPLETE THE FOLLOWING PRIOR TO EMPLOYMENT:**

- Submit "official" college transcripts as stated on application (even if a degree is not a requirement for this position);
- Provide a Certificate of Tuberculosis Exam for initial appointment (Note: The certificate must be renewed every 4 years as a condition of continuing employment);
- Have fingerprints taken by a Live Scan computer at the District's expense (Clearance must be received prior to first day of employment);
- Present original documents for proof of eligibility to work in the United States **as required by the I9 Employment Eligibility Verification form;**
- Attend a new hire processing appointment in People, Culture, and Technology Services located at the District Administrative Offices.

EMPLOYMENT AFTER RETIREMENT
If you accept a contract (permanent) position with SDCCD and are a retired annuitant with CalPERS or CalSTRS, you must reinstate from your retirement system. Please reference the **CalPERS** or **CalSTRS** website for further information. Additional Information: **EMPLOYEE BENEFITS**
SDCCD provides a comprehensive fringe benefit package for its full-time classified employees. The District contributes toward the cost of the premium (including dependent coverage) for the medical insurance plan options. Additional benefits include dental, vision, sick leave, vacation and opportunities for professional development. Contract employees become members of the California Public Employees' Retirement System (CalPERS) upon appointment. Posting Number CL01677

Major Responsibilities:

Qualifications:

Desired Qualifications:
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Licenses:

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To apply, visit: https://www.sdccdjobs.com

All applicants must have demonstrated cultural competency and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students and staff.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

Educational Services
San Diego Community College District

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