

**NOTICE OF VACANCY**  
**State of New Jersey**  
**Higher Education Student Assistance Authority**  
**Quakerbridge Plaza**  
**Trenton, NJ 08625**

**CLOSING DATE FOR**  
**ISSUE DATE:** November 12, 2021      **ACCEPTING RESUMES:** December 3, 2021

**TITLE:**            Program Specialist, Systems Manager  
                         Financial Information, News, Advising and Instruction Department  
                         (Unclassified)

**SALARY:**        \$73,296.13 – \$104,363.32 (R27)

**LOCATION:**      Higher Education Student Assistance Authority  
                         Quakerbridge Plaza  
                         Trenton, NJ 08625

**DESCRIPTION:**

Under the general direction of Associate Director, Financial Information, News, Advising and Instruction Department (FINAID) Higher Education Student Assistance Authority (HESAA) and in coordination with the Directors of Financial Aid, EOF Staff, Higher School Counselors and students, this position entails assisting in programming and data integration with HESAA systems and financial aid systems at colleges or universities in New Jersey and out of state. The Systems Manager will work closely with Financial Aid Officers at higher education institutions to provide technical assistance, analysis, design specifications and system interfaces, and develop programs to support financial aid operations utilizing campus based software and lender/servicer loan software ensuring links among the multiple systems. Work with the institutional staff to insure compliance with all federal and state rules and regulations. The successful candidate will have the ability to manage a data processing system, and be responsible for development of program specifications requirements, testing and documenting applications for information processing.

This position is responsible for keeping accurate records on all students receiving federal or state financial aid; making all necessary data changes to student accounts, such as, student access, student status, award amounts, satisfactory academic progress, etc.: report any changes in data to the college, conduct virtual entrance and exit interviews for HESAA student loans as required; correspond daily with school data portals and loan portals such as ELM and Scholar Net; make calls to students as they graduate or terminate their college careers to discuss their obligation to repay their educational loans; refer students to credit counselors for assistance where applicable; maintain consistent, positive correspondence with student borrowers throughout the process. The Systems Manager must maintain advanced knowledge and understanding of federal and state guidelines and programs as changes are implemented.

This position will ensure security and confidentiality in dealing with customers; have knowledge of HESAA mainframe, internal online systems and external systems; and process loans in

accordance to the NJCLASS policy and procedure manual. The position will train/update all campus aid staff regarding HESAA policies, procedures, program rules and responsibilities. This position will attend and support HESAA outreach efforts at conferences, workshops or high school career nights.

**REQUIREMENTS:**

**Education:** Graduation from an accredited college or university with a Bachelor's degree in Business. Master's degree preferred.

**Experience:** Candidates must demonstrate knowledge of SQL, Microsoft products, and campus based systems for grants and loan processing. Four years professional experience in student financial aid administration (or comparable experience in an institutional or agency setting) is desirable. Good oral and written communication skills.

**Note:** Applicants who do not possess the required education may substitute additional experience as indicated below on a year-to-year basis with thirty (30) semester hour credits being equal to one (1) year of experience.

**Residency Requirement:** Pursuant to N.J.S.A. 52:14-7 (L. 2011, Chapter 70), also known as the "New Jersey First Act," which became effective September 1, 2011, all persons newly hired by the Executive Branch on or after that date shall have one year from the date of employment to establish, and then maintain, principal residence in the State of New Jersey.

**NOTE: This posting may result in personnel actions which will require final approval by HESAA and the Civil Service Commission.**

**INTERESTED CANDIDATES SHOULD EMAIL A COVER LETTER (REFERRING TO POSITION TITLE) AND RESUME TO [HR@HESAA.ORG](mailto:HR@HESAA.ORG)**