Business Analyst

At Archtop Fiber, our mission is to be the true fiber of your community.

We believe in the power of local connectivity and dedication to bridging the digital divide in rural and suburban cities across the Hudson Valley and beyond. We have seen how larger cities often receive priority for broadband infrastructure upgrades, leaving smaller communities underserved.

Our commitment extends beyond providing reliable Internet and Phone services – We're not just living and working in Kingston, NY we are fully committed to our awesome community. From our fantastic **community programs** to fueling economic growth with improved connectivity and an abundance of tech-driven jobs, we're all about bringing fun and excitement to our neck of the woods!

The Business Analyst will be responsible for supporting the reporting for the **Field Operations** and **Call Center** teams. This resource will be responsible for generating daily, weekly, and monthly reports, which will enable the teams to track operational efficiency, enhance customer service, and support strategic decision making.

What you'll do:

- Design, build, maintain and publish visual dashboards to track KPI.
- Perform all business intelligence analysis and data exploitation.
- Compile/disseminate formatted reports to internal business customers.
- Create/modify data extraction routines into a standardized approach that can be repeatable and reusable.
- Maintain enterprise data mappings.
- Provide management with requested ad hoc data/reports from systems as necessary.
- Customizes report contents and views using Excel, SQL, Python, and other tools to meet the requirements of internal customers.
- Works cross-functionally to implement key projects.

What you'll bring:

- Minimum of 3 to 5 years of experience in business intelligence, data engineering, data analysis or data visualization role required.
- High level of expertise in SQL required.
- Experience with Python a plus.
- High level of expertise with Tableau, PowerBI or similar visualization tool required.
- Proficiency in computer skills, including Excel pivot tables and v-look-up, Word, and PowerPoint.
- Strong analytical and interpersonal skills.
- Must have organizational skills with the ability to communicate across all departments.

- Ability to work independently and adjust priorities to achieve accurate and timely results.
- Strong analytical mindset, verbal and written communication skills, and problem-solving experience.
- Ability to balance multiple projects and perform in a deadline-driven environment.

What we offer:

- Competitive salary base 70-120K
- Heavily subsidized medical, dental, and vision
- Holidays, PTO, and Flexible work schedules
- Generous 401(k)
- Employee Assistance Program (EAP)
- Life insurance, short- & long-term disability insurance
- Employee Referral Program
- Employee discount programs

Archtop Fiber is proud to be an Equal Opportunity Employer. We celebrate diversity and are committed to creating a welcoming and inclusive environment for all.

Send resumes to Careers@archtopfiber.com, or Cfraiman@archtopfiber.com