Job Description

Business Systems 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. That's why we prioritize serving "Main Street" communities by investing up to $350 million in private funding to build over 2,500 miles of fiber-optic infrastructure.

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 System Analyst is responsible for providing technical and administrative support for the day-to-day operations of the ERP, OSS/BSS core platform, and all ancillary platforms in the Archtop stack. This role will be heavily focused on partnering with various departments across the organization to enhance and improve our ERP platform, perform ongoing maintenance, provide daily administrative support, lead future improvements, and integration. The system administrator is the owner of all maintenance, trouble shooting, support, and maintaining vendor relationships. This position requires a self-starter with excellent organizational skills, a strong collaborator and communicator, and the ability to work across the entire enterprise.

What you will do:

- Provide technical support to internal employees, troubleshooting and resolve issues promptly and professionally.
- Provide administrative support to internal employees (adding/removing users, adjusting permission levels, scripting changes, workflow maintenance, etc.).
- Maintain various vendor relationships and engage vendors for support, troubleshooting and system enhancement requests when needed.
- Drive vendors to resolve all issues in a timely manner.
- Attending all project related calls, daily stand ups, weekly updates, etc.
- Collaborate with internal stakeholders for platform enhancements to support improving business processes and enhanced customer experience.
- Support for documentation and training within all platforms.
- Assist with requirements and testing for projects.
- Support project managers/business analysts when needed.

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What you will bring:

- Bachelor's degree or equivalent experience in a related field.
- 3+ years' experience in the telecommunications industry.
- 1-3 years' experience with ERP administration, configuration, and 3rd party integrations in complex environments.
- ERP experience a must, Experience with Oracle NetSuite a plus.
- Knowledge of scripting a plus.
- Ability to collaborate professionally and efficiently within all levels across the entire enterprise.
- Ability to maintain vendor relationships and drive vendors to execute work in a timely manner.
- Ability to analyze problems, develop and recommend solutions and resolve issues.
- Well organized and ability to prioritize tasks and meet deadlines.
- System implementation and integration experience.
- Ability to work independently with minimal guidance.

What we offer:

- Competitive salary – range for this opportunity is $85-100K; bonus eligible
- Heavily subsidized medical, dental, and vision
- Holidays, PTO, and Flexible work schedules
- 401(k) w generous match
- 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.

Please apply directly Careers@Archtopfiber.com, or CFraiman@Archtopfiber.com