

PO Box 67
1135 N. Church St.
Halls, TN 38040



Phone: (731)-836-7508
Fax: (731)-836-5070
Web: www.forkeddeer.com

Job Description

Job Title: Installation Technician
Reports To: IT Manager
Supervisory Responsibilities: None
FLSA Status: Hourly, Nonexempt

Summary

Responsible for installation and maintenance of customer service at the home/business.

Essential Duties and Responsibilities

- (a) Maintain a safe working environment by adhering to policies, procedures, and regulations including any specifications set forth by federal, state, or local authority, and the company-approved safety manual.
- (b) Guide customers through basic diagnostics and technical solutions in a clear and user-friendly manner.
- (c) Ability to Install, terminate, and test fiber optic cables.
- (d) Route fiber and/or cables from the outside to the inside of a home or business.
- (e) Support the customer's audio and video technologies.
- (f) Install telephone in homes and businesses and integrate into existing systems.
- (g) Work with electronic maps and document and maintain records of work performed.
- (h) Work in crawl spaces, on ladders, and in outdoor environments as needed to support installations and service calls.
- (i) Accurately document all customer interactions, diagnostics performed, and resolutions provided using internal systems.
- (j) Coordinate with internal departments to resolve complex technical issues and ensure high-quality customer experiences.
- (k) Participate in cross-training opportunities to develop technical knowledge and field readiness.
- (l) Remain on-call during designated periods, with the ability to respond remotely or in-person as needed.
- (m) Perform other duties as assigned to support the goals of Forked Deer Connect, LLC.



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Competencies

Customer Service—Demonstrates patience and professionalism in all customer interactions; provides timely support and clear communication.

Technical Aptitude—Understands networking fundamentals, basic troubleshooting, and fiber-optic equipment; applies training to real-world problems.

Problem Solving—Diagnoses issues efficiently; uses sound reasoning and available resources to resolve both remote and on-site concerns.

Adaptability—Comfortable switching between office-based and field work; adjusts quickly to changing priorities, environments, and customer needs.

Dependability—Arrives on time, follows through on commitments, and provides consistent, reliable support to customers and teammates.

Initiative—Volunteers readily; undertakes self-development activities; accepts increased responsibilities; asks for and offers help when needed; performs duties and meets needs of department.

Qualifications

Education and/or Experience—A high school diploma or equivalent is required. Prior customer service or experience in home networking equipment is preferred but not required. Willingness to learn through on-the-job training is essential.

Certificates, Licenses, Registrations—Must possess and maintain a valid Tennessee driver's license and a safe driving record.

Physical Requirements—Must also be able to work in confined spaces such as crawl spaces or attics, climb ladders, lift and carry up to 50 pounds, and work outdoors in varying weather conditions. The position requires the ability to operate a company vehicle safely.

Skills—Proficient with Microsoft Office Suite or related software. Working knowledge of PC and Mac operating systems, as well as iOS and Android platforms. Strong verbal and written communication skills, along with excellent organizational, multitasking, and time management abilities. Ability to use diagnostic tools and follow technical procedures accurately.

Work Conditions—Must be available for on-call rotations during evenings and weekends and maintain a stable home internet connection for remote support during on-call periods. Local travel throughout the Forked Deer Connect service area is required. **Must reside within a 25-mile radius of the Forked Deer Connect office.**

January 5, 2026