

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



Phone: (731)-836-7508  
Fax: (731)-836-5070  
Web: [www.forkeddeer.com](http://www.forkeddeer.com)

### **Job Description**

<b>Job Title:</b>	<b>Technical Support Representative - Level I</b>
<b>Reports To:</b>	<b>IT Manager</b>
<b>Supervisory Responsibilities:</b>	<b>None</b>
<b>FLSA Status:</b>	<b>Hourly, Nonexempt</b>

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### **Summary**

Provides both remote technical assistance and in-field support for Forked Deer Connect, LLC's internet and telephone services. This hybrid role combines traditional help desk troubleshooting with hands-on work, including assisting with fiber installations, equipment setup, and basic service repairs at customer premises. The position requires flexibility, strong communication skills, and a willingness to work indoors and outdoors under various conditions.

### **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) Respond to customer service requests via phone, email, or other communication tools to troubleshoot internet and phone service issues.
- (c) Guide customers through basic diagnostics and technical solutions in a clear and user-friendly manner.
- (d) Assist field technicians with on-site installations, troubleshooting, and repairs, including running fiber cable, setting up equipment, and verifying signal strength.
- (e) Work in crawl spaces, on ladders, and in outdoor environments as needed to support installations and service calls.
- (f) Accurately document all customer interactions, diagnostics performed, and resolutions provided using internal systems.
- (g) Coordinate with internal departments to resolve complex technical issues and ensure high-quality customer experiences.
- (h) Participate in cross-training opportunities to develop technical knowledge and field readiness.
- (i) Remain on-call during designated periods, with the ability to respond remotely or in-person as needed.
- (j) 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 technical support experience 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 be able to sit at a desk and work on a computer for extended periods. 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 use of a headset and other safety equipment as necessary.

**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. Will be cross-trained to assist with field installation and service functions as needed. Local travel throughout the Forked Deer Connect service area is required. **Must reside within a 25-mile radius of the Forked Deer Connect office.**

June 15, 2025