

TALLAHATCHIE VALLEY ELECTRIC POWER ASSOCIATION
JOB DESCRIPTION

Title:	Installation and Repair (I&R) Fiber Technician	Reviewed:	August 2026
Job Code:	57-2421	Exempt Status:	Non-Exempt
EEO-1		Reports To:	Fiber Operations Manager
EEO-1 Class		Supervises:	None

Installation and Repair (I&R) Fiber Technician

ABOUT US

Tallahatchie Valley Electric Power Association (TVEPA) has proudly served homes, farms, businesses, and industries across North Mississippi for more than 85 years. Building on our history of bringing essential services to rural communities, TVEPA formed TVIfiber to provide reliable, high-speed fiber internet and telephone service to residential and business customers throughout our service area and surrounding communities.

TVI-Fiber continues to expand its fiber network and is seeking motivated individuals interested in building a career in the telecommunications and broadband industry.

Previous fiber or telecommunications experience is preferred but not required. TVEPA is willing to train the right candidate.

JOB PURPOSE

The Fiber Technician Trainee / Fiber Technician I is an entry-level developmental position designed for an individual who has the aptitude, work ethic, and desire to become a fully qualified Fiber Technician.

The successful candidate will work alongside experienced technicians while completing structured on-the-job training in fiber-optic installation, troubleshooting, customer-premise equipment installations, outside plant operations, safety, and broadband network technologies.

As knowledge and proficiency increase, the employee will be expected to perform increasingly complex assignments independently, with the goal of progressing to a fully qualified Fiber Technician.

The ideal candidate is dependable, mechanically and technically inclined, comfortable working with customers, willing to work outdoors, and eager to learn new technologies.

DUTIES AND RESPONSIBILITIES

- Primary Functions

Under the direction and supervision of experienced personnel, the employee will learn to:

- Install fiber drops from the TVIfiber network to residential and business customer premises.
- Install, terminate, and eventually fusion splice fiber-optic cable and connectors.
- Install and troubleshoot customer-premise equipment associated with fiber internet and voice services.
- Learn CAT5/CAT6 wiring standards, ethernet cabling, connectors, and basic structured wiring practices.
- Learn to properly operate fiber and electrical test equipment, including OTDRs, optical light meters, light sources, fusion splicers, and multimeters.
- Assist with the installation and troubleshooting of Voice over Internet Protocol (VoIP) services.
- Diagnose and repair damaged fiber, cabling, customer-premise equipment, and other telecommunications facilities.
- Conduct customer-premise surveys and determine appropriate locations for fiber entry, network equipment, Wi-Fi equipment, and other customer-premise devices.
- Communicate professionally with customers regarding installations, service issues, equipment placement, and work being performed.
- Complete assigned work orders and accurately document work performed, materials used, equipment installed, and changes to network or customer records.
- Maintain responsibility for company vehicles, tools, test equipment, software, electronic devices, materials, and other company assets.
- Maintain a clean and professional work area. Remove installation debris, properly seal or patch penetrations, and leave customer property in like or better condition than it was found.
- Learn to read and interpret telecommunications outside plant maps, fiber assignments, network diagrams, construction drawings, and other network records.
- Assist experienced technicians with fiber network turn-up, troubleshooting, maintenance, and restoration activities.
- Develop the ability to identify network problems and recommend solutions or improvements.
- Learn applicable OSHA requirements, TVEPA safety procedures, and telecommunications industry safety practices.
- Successfully complete required safety, technical, pole-climbing, equipment, and other training programs.
- Participate in outage restoration and emergency response activities as needed.
- Work toward independently completing standard Fiber-to-the-Home (FTTH) installations and service calls without assistance.
- Work cooperatively with other technicians, customer service personnel, engineering, construction personnel, contractors, and other departments.
- Perform other duties and special projects as assigned.

DEVELOPMENT AND TRAINING EXPECTATIONS

This position is intended to develop an employee into a fully qualified Fiber Technician. TVEPA/TVIf,iber will provide a combination of classroom, vendor, safety, and on-the-job training.

During the development period, the employee will be expected to demonstrate continued progress in areas including:

- Fiber-optic cable installation and handling
- Fiber fusion splicing
- Fiber testing and troubleshooting
- OTDR operation and interpretation
- Optical light meter and light source operation
- Ethernet and CAT5/CAT6 wiring
- Residential and business FTTH installation
- Wi-Fi and home/business networking fundamentals
- VoIP installation and troubleshooting
- Customer-premise equipment installation
- Outside plant fiber network fundamentals
- Reading fiber maps and network records
- Pole-climbing and aerial telecommunications work
- Safe ladder operation
- Work-zone and traffic safety
- OSHA and TVEPA safety requirements
- Customer service and communication
- Work-order documentation and scheduling
- Outage troubleshooting and restoration

Progression to a fully qualified Fiber Technician will be based on demonstrated proficiency, successful completion of required training and certifications, safety performance, work quality, dependability, and the ability to independently perform assigned duties.

QUALIFICATIONS

- Education

High school diploma or equivalent required.

Technical school, vocational training, college coursework, military technical experience, or other training related to telecommunications, electronics, electrical systems, information technology, networking, construction, or a related field is preferred but not required.

- Experience

Previous experience in fiber optics, telecommunications, cable television, internet service, electrical work, construction, low-voltage wiring, networking, mechanical work, or a related technical field is preferred but **not required**.

TVEPA is willing to train candidates who demonstrate the aptitude, work ethic, dependability, and desire necessary to develop into a qualified Fiber Technician.

- Knowledge

Basic knowledge or interest in one or more of the following is preferred:

- Computers and networking
- Hand and power tools
- Electrical or low-voltage wiring
- Telecommunications
- Construction
- Mechanical systems
- Internet and Wi-Fi technology

Advanced fiber-optic knowledge is **not required at the time of hire**.

- Abilities and Skills

The successful candidate must:

- Demonstrate a strong willingness and ability to learn technical skills.
- Be dependable, self-motivated, and able to follow instructions.
- Possess good mechanical and technical aptitude.
- Demonstrate good problem-solving skills and attention to detail.
- Be comfortable working with computers, mobile devices, and technology.
- Possess good interpersonal and customer-service skills.
- Communicate clearly and professionally with customers, coworkers, contractors, and supervisors.
- Work effectively both independently and as part of a team.
- Maintain a professional appearance and attitude when interacting with customers and the public.
- Be willing and able to successfully complete pole-climbing certification and other required technical and safety training.
- Demonstrate continued progress toward becoming capable of independently performing Fiber Technician responsibilities.

DRIVING REQUIREMENTS

Must possess a valid driver's license and maintain an acceptable driving record.

PHYSICAL DEMANDS

The employee must be physically capable of performing telecommunications field work, including:

- Lifting and carrying 60 pounds or more.
- Regular bending, crouching, kneeling, climbing, reaching, and walking.
- Working outdoors in varying weather conditions and terrain.
- Working from ladders for extended periods.
- Learning to climb and work on utility poles within the communications space.
- Safely operating hand tools, power tools, fiber equipment, and other telecommunications equipment.
- Maintaining sufficient hand-eye coordination and manual dexterity to perform detailed fiber and wiring work.
- Sitting for extended periods when driving or performing computer-related work.

WORK ENVIRONMENT

This position involves both indoor and outdoor work and may require working in heat, cold, rain, and other weather conditions.

The position may involve irregular or extended hours, including nights, weekends, and holidays. As the employee progresses through training and demonstrates the required proficiency, participation in an on-call rotation may be required.

Employees must be available to assist during outages, storms, and other emergency conditions as directed.

FUNCTIONS PERFORMED BY ALL TVEPA EMPLOYEES

Keeps informed of and complies with all TVEPA policies, procedures, and rules. Participates in required job safety and training programs and complies with all TVEPA safety rules and regulations.

Exercises reasonable care in the use and security of all TVEPA assets.

Makes every effort to serve members courteously and efficiently, respond to inquiries, resolve concerns when possible, and refer matters to the appropriate personnel when necessary.

Works to develop and maintain member support and confidence in TVEPA and TVIfiber.

Keeps supervisors informed of work activities and advises them of unusual situations, safety concerns, service issues, or other problems that arise.

Cooperates with fellow employees and contributes to positive working relationships, teamwork, communication, and employee morale.

EXTERNAL RELATIONSHIPS

The employee is expected to maintain positive and professional relationships in all interactions with customers and the public and to represent TVEPA and TVIfiber in a professional manner.

Members/Customers: Responds to questions, provides assistance, communicates information regarding services and installations, and promotes a positive customer experience.

General Public and Community: Maintains good relationships in all contacts with the public and community and presents a friendly, positive, and professional image of TVEPA and TVIfiber.

CAREER DEVELOPMENT

This position provides an opportunity to build a long-term career in the growing fiber-optic and broadband industry.

Employees who successfully complete required training, demonstrate technical proficiency, maintain strong safety and performance standards, and become capable of independently performing the responsibilities of the position may be eligible to advance to a fully qualified Fiber Technician classification in accordance with TVEPA policies and position requirements.