



We are looking for a **Field Technician / Trouble Technician** to join the FiberFirst team and be a part of an outstanding opportunity. You will have the chance to utilize your skills and imagination to push the boundaries of what's possible. You'll be challenged and working side by side with talented professionals. We are a team of diverse innovators who are all motivated to go beyond the status quo in order to create the future.

As a Field Technician, you will be responsible for troubleshooting the fiber network for a variety of customers throughout the region while adhering to strict quality and industry standards with minimal oversight. You will evaluate our network problems and provide the best possible solutions. Are you prepared to advance in your career? Apply today!

What You'll Be Doing:

- Accountable for all customer-related activities in the field.
- Troubleshooting issues with the Central Office.
- Responsible for following a detailed method of procedures for the installation of a customer (SOP).
- In charge of keeping an inventory of all job-related materials needed for troubleshooting.
- Read and interpret engineering specs, prints, and be able to perform all physical and mechanical troubleshooting activities.
- Conduct work assignments, communicate, and assist customers in a professional manner.
- Analyze and resolve network issues.
- Understand and follow all common and industry specific safety standards to protect personnel and assure network integrity / reliability.
- Communicate as required with all departments to ensure the customer is taken care of in a timely manner.
- Testing and ensuring that all deployed equipment is fully operational.

Job Requirements:

- Minimum of two years of experience working on fiber networks.
- Minimum of two years of experience in splicing fiber.
- Must be at least 21 years old and have a valid driver's license to drive company vehicles.
- Must be able to work outside of normal business hours (i.e., shift work), to include nights and weekends, when needed.

Who You Are:

- You have the ability to identify all colors associated with fiber cable and equipment indicator lights.
- You have the ability to learn and retain physical and mechanical installation specifications.
- You have the ability to make fiber connectors, splice, & terminate power connections.
- You have a high level of computer hardware / software experience with skills and knowledge in Microsoft Office product lines (Word, Excel, PowerPoint, and Outlook).
- You are a team player and have excellent interpersonal communication skills.
- You have effective written and oral communication skills in English.
- You have a good understanding of basic mechanical terms and tools.



Physical Requirements:

- Ability to drive long distances on and off road.
- Ability to clearly identify specific color schemes.
- Ability to connect and disconnect various sizes and types of electronic connectors.
- The ability to use hand tools, power tools, and industry-tested equipment.
- Standing, walking, and climbing for extended periods of time.
- Repetitive movements for extended periods of time.
- Push / pull materials and equipment for extended periods of time.
- Ability to lift and carry materials that weigh up to 40 pounds for 6–8 hours per workday.
- Readiness to perform these duties in all weather conditions / climates, including heat, cold, rain, etc.
- Ability to work in remote and challenging locations, including attics and confined spaces.

What's in it for you?

We truly value our employees and put their well-being first! Here we provide the following benefits:

- Collegial environment of talented professionals
- Growing and well-funded company
- Medical and Dental Plan
- Vision Plan
- PTO
- 401(K)

About Us:

FiberFirst has over 100+ years of combined experience, our team has built some of the country's largest networks. Now we're bringing the fastest, most reliable multi-gig fiber network to Texas. We work quickly and efficiently to install fiber all the way to your door – we don't cut corners with copper cables. And we leave your property even better than we found it.