



Harriman Utility Board

Fiber Drop Installer

Reports to: Director of IT
Date: February 24, 2026
Approved: General Manager

Department: Fiber
FLSA Status: Non-Exempt
Pay Status: Hourly

To perform this job successfully, the person in this position must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job-related marginal duties as required.

JOB SUMMARY:

Under direct supervision, the Fiber Drop Installer is responsible for the installation, maintenance, and repair of the last mile telecommunications infrastructure servicing residential and commercial fiber customers. This position installs fiber drops and customer NID enclosures, terminates fiber via fusion splicing, and ensures functionality of drop fiber through testing.

ESSENTIAL FUNCTIONS:

- Installs, maintains, and repairs telecommunications infrastructure, including fiber drops and related outside plant devices at residential and commercial settings.
- Pulls fiber drops both overhead and underground in accordance with TIA wiring standards and HUB specifications.
- Installs and activates indoor and outdoor single service and MDU style NID enclosures, including initial signal level testing.
- Uses proper fusion splicing techniques to make connections within the fiber network.
- Performs proper fiber connector cleaning procedures.
- Uses iPad applications to document installation of drop cable to the residence or business.

- Communicates with customers regarding drop installation and service activation.
- Troubleshoots drop fiber installations and makes applicable repairs when necessary.
- Alerts Network Technicians, Engineers, or Management of wired and wireless network failures, bandwidth degradation, signal weakness, and other customer related issues encountered during job duties.
- Alerts Network Technicians, Engineers, or Management of field related issues with HUB Fiber network, and assists in troubleshooting issues when able.
- Completes drop installations in a manner that maximizes customer uptime and minimizes service interruptions.
- Exercises proper maintenance and care of all tools, vehicles, and equipment used in performance of duties.
- Follows all safety guidelines as required by OSHA and Tennessee State Law.

TRAINING OPPORTUNITIES:

The qualified applicant will be trained in the following equipment and processes related to fiber-to-the-home (FTTH) installation and telecom networks:

- Fiber fusion splicing and testing procedures.
- Residential and commercial structured wiring.
- Fiber drop installation techniques.
- Fiber distribution panels and splitter configurations.
- Safety standards for telecom installation.

ADDITIONAL RESPONSIBILITIES:

- Attends events, meetings, seminars, schools, or training as determined by the General Manager or Supervisor, or as required by law.
- May assist Network Technicians with service calls or network-related issues.
- May participate in community outreach or promotional events as a representative of HUB Fiber.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of HUB's service area address system.
- Ability to communicate both orally and in writing.
- Ability to interact professionally and courteously with customers.
- Strong customer service skills with a friendly, helpful attitude.
- Ability to operate a motor vehicle safely.
- Ability to operate motorized construction equipment safely.
- Ability to work independently with minimal supervision.
- Ability to read and interpret wiring diagrams and installation documentation.
- Ability to understand TIA wiring and fiber color code standards.

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Requires physical stamina to work for extended periods of time (During emergencies, exposed to extreme weather conditions and with little or no sleep until the emergency conditions have been corrected).
- Will be required to sit and stand for long periods of time without being able to leave the work area.
- Will be required to climb poles, ladders, scaffolding, and overhead areas.
- Will be required to walk considerable distances while staking out new lines or in emergency situations.
- Will be required to stoop or crouch by bending forward at the waist or by bending legs and spine.
- Will be required to have color determination.
- Will be required to have near acuity for clarity of vision at 20 feet or more; with or without corrective lenses.
- Will be required to climb, traverse, and maintain balance while navigating uneven, rough, and sloped terrain in various outdoor conditions.

WORKING CONDITIONS:

The working environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Will be required to work outdoors in various weather conditions with noise, dust, slippery surfaces, and uneven surfaces.
- Will have exposure to the elements, insect and animal bites, and occasional exposure to hazardous chemicals.
- Will have exposure to equipment that transmits infrared (invisible) light.

REQUIRED QUALIFICATIONS:

- High school diploma or equivalent.
- Valid Tennessee Driver's License with a safe driving record.
- Ability to pass background check and drug screening.
- Basic computer and tablet proficiency (iPad documentation, apps, service activation platforms).

- Strong customer service skills (friendly, courteous, professional demeanor).
- Ability to work outdoors in various weather conditions.
- Ability to lift 50+ pounds and climb ladders.

PREFERRED QUALIFICATIONS:

- 1–3 years of telecommunications or fiber installation experience.
- Experience with FTTH (Fiber-to-the-Home) installations.
- Experience with fusion splicing and fiber testing equipment (OTDR, power meter, light source)
- Knowledge of TIA structured cabling standards and fiber color codes
- Experience operating digging, trenching, and boring equipment.
- Experience with pole climbing gear or utilizing a ladder to access equipment in aerial communications systems.

Over the course of employment, specific job duties for employees may be changed, added, or deleted. In an effort to keep these job descriptions updated and to remain compliant with the Americans with Disabilities Act (ADA), employees will be given the opportunity to review their descriptions each year or at any time they feel it needs to be updated.