Your Role in the Team

Python Support Team

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Our Mission & Your Responsibilities

i Our Mission

We aim to provide prompt, dependable, and compassionate support to our users.

Team Values

i Our Core Principles

- Empathy first: Every interaction matters
- Be curious: Ask questions, seek clarity
- Collaborate: Work openly with team members
- Own it: Take initiative, follow through
- Improve constantly: Be proactive, suggest better processes and tools

Support Workflow

The 4-Step Process

- 1. Ticket Intake
 - Regularly check for new requests
 - Assign and acknowledge them within your shift

2. Triage & Troubleshoot

- Identify the root issue
- Check documentation before escalating

3. Resolution

- Provide solutions or workarounds
- Follow up to confirm resolution

4. Student Hands-on

- Guide the user in solving the issue(s)
- Let the user do the work

Your Responsibilities

As a Python Installation Support team member, you will:

- Respond to requests, inquiries or tickets via physical presence/chat/support portal
- Troubleshoot technical or operational issues
- Document solutions and processes
- Report your findings in Discord
- Collaborate with team members to resolve issues
- Help maintain and improve our support knowledge base
- Participate in teamwork on various projects
- Suggest edits to existing articles
- Create internal guides when gaps are identified

💡 Golden Rule

If you solve a problem more than twice, document it.