

TechNERD Program

Supporting the Optimism Collective



Agenda

- What is the TechNERD program?
- Who is a good candidate?
- Where do we provide support?
- How do we track contributions?
- Season 5 Requirements
- Tips and Tricks
- Examples
- Action Items

What is the TechNERD program?

The TechNERD program provides technical support to the developers building on the OP Stack.

That includes helping:

- Node Operators launch and maintain their nodes
- Chain Operators launch and maintain their chains
- Application Developers deploy on the Superchain

Who is a good candidate?

TechNERD applicants should have a strong understanding of blockchain technology.

They MUST:

- Have a technical background.
- Have some experience writing and deploying smart contracts.
- Have a deep understanding of blockchain tech.

They SHOULD:

- Have run an Ethereum or L2 rollup node before.
- Have experience doing tech support.

Where do we provide support?

Primary channels of support:

- [GitHub Developer Forum](#)
- Discord

Secondary channels of support:

- Everywhere else i.e. Farcaster /op-stack channel, X, etc.

How do we track contributions?

- Create your own sub-directory in the contributors sub-directory
- Create a sub-directory for the season you're participating in
- Log your contributions each week
- Open a PR after each week, following the templated format
 - Provide a link to the contribution
 - Effort classification, as specified below
 - Anyone who assisted with resolution
- The steward will review and validate the PRs and keep track of overall contribution scores.
- <https://github.com/ethereum-optimism/developers/tree/main/community/support/technerd-program>

TechNERD Season 5 Requirements

- Maintain a minimum of 6 active weeks. Only active weeks are considered for rewards. Active weeks are defined as:
 - At least 3 tickets answered per week OR 3 points (T-shirt sized). See the support metric tracking for more information.
 - Minimum of 25 messages a week in the Optimism Discord.
 - *Active weeks “in-training” also count
- Create/update a “Contributor” page in the support repo.
- Attend TechNERD bi-weekly calls.
- <https://github.com/ethereum-optimism/ecosystem-contributions/issues/151>

Tips and Tricks

Tips and Tricks

- Ensure they're using the latest version of the software
- Gather more information
- Pay attention to error and warning logs
- Improve our feedback loop
- Practice empathy and patience
- Work together

Examples

- It helps to break down your responses
 - <https://github.com/ethereum-optimism/developers/discussions/254>
- Use existing resources or answered questions
 - <https://github.com/ethereum-optimism/developers/discussions/202>
- Ask for more relevant information
 - <https://github.com/ethereum-optimism/developers/discussions/280>

Action Items

- Create your contributor sub-directory
- Log contributions for the following weeks and open a PR to your season 5 sub-directory
 - March 11th - 17th
 - March 18th - 25th
- Continue supporting the Optimism Collective

Questions?