

Job description

Digital Operations Intern, Nyaaya - Vidhi Centre for Legal Policy

We are looking for an intern to assist in managing and supporting Nyaaya's website, which is developed on WordPress and PHP. Additionally, the intern will implement a WhatsApp chatbot utilizing the Glific platform and prepare monthly reports on Google Analytics 4.

Your responsibilities

- Troubleshoot and resolve basic technical issues, including difficulties logging into email accounts, password reset issues, and browser or app connectivity problems.
- Provide support to resolve technical issues promptly and efficiently.
- Provide basic technical support for Nyaaya's WordPress sites.
- Assist in the designing and development of a chatbot using Glific with the help of a mentor.
- Use Google Analytics 4 to track website analytics and provide monthly reports upon request.
- Use social media analytics to track reach and other variables and provide monthly reports upon request.
- Be willing to participate in external training programs.

Skills required

- ☑ Strong communication skills in English.
- ☑ Capability to work independently with minimal supervision.
- ☑ Eagerness to learn and adapt to new tools.
- ☑ Openness to participate in external training programs.
- ☑ Analytical thinking and data interpretation abilities.
 - You should be enrolled in or be a graduate of any undergraduate program in any discipline. While a core technical background is not required, basic technical skills are. We especially welcome candidates from the social sciences who are interested in working at the intersection of law and technology.
 - Familiarity with tools like WordPress and Google Analytics.

This is a remote, part-time internship which requires you to contribute 20 hours per week. You may work from any location with a stable internet connection and a laptop. The engagement period is set for three months, with a strong possibility of renewal. We

anticipate the selected candidate to continue working with us for at least 6 months or more, making it an ideal opportunity for someone seeking a long-term internship.

A stipend of Rs 7,500 per month will be offered, along with an experience certificate.

Interested candidates should apply through our online portal and must submit the following documents merged in one document, which should be uploaded under the head of Resume

- 📎 Latest Curriculum Vitae (CV) in not more than two A4 pages;
- 📎 A detailed statement of interest that clearly conveys:
- 📎 Why you consider yourself fit for this role. Please include any relevant previous experience or projects involving WordPress management, website troubleshooting, or analytics. Please provide context for these projects, add relevant weblinks where applicable and highlight how these projects align with the tasks outlined in the internship.
- 📎 Any other relevant information about you that you would like to share with us. **The deadline for submission is March 31, 2025.**

Applications which are incomplete or not submitted through the online portal will not be considered. Only queries may be sent through email, addressed to kanav@nyaaya.in, with the subject line Query Digital Operations Intern .

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Role: [IT Support - Other](#)

Industry Type: [Legal](#)

Department: [IT & Information Security](#)

Employment Type: Full Time, Permanent

Role Category: IT Support

Education

UG: Any Graduate

PG: Any Postgraduate

Key Skills

[BasicUsageGoogle AnalyticsInternAnalyticalWordpressPHPInternshipTechnical supportAnalytics](#)