Industrial Psychology
Practical 2
Part A
(To be referred by students)

Topic: Writing a Job Description with the following parameters:
- Job Title
- Job Location
- Job Summary
- Reporting to
- Working conditions
- Job Duties
- Machines to be used
- Hazards

In addition, include the following parameters:
- Roles and duties
- Salary range
- Skills needed
- Educational qualifications
- Organisational Goals

Name:
Class: B.Tech (CSBS)
Semester: VIII
Roll no.: A016

Date of experiment: 11/01/22

Part B
(To be Done by students)
- Job Title
  - o Cyber Café Attendant/Intern
- Job Location
  - o 15 Downing Street, Kharghar, Maharashtra, India
- Job Summary
  - o Digiern, is a project by Varya. We have created a one-of-a-kind closed network of cybercafes where we provide them with opportunities to grow their business revenues to over 200%. Some of our members have been known to grow their revenues to 500%.

As part of a new plan we are launching this year, 2023, we are recruiting digital associates who we will train in key areas related to cybercafes - customer service, customer handling, basic bookkeeping, etc. The digital associates that qualify will be placed with digital centres in our network for a period of 1-3 months. Our goal is to have several youths who are readily employable in digital centres as part of our job creation goal equipped with skills to enable them to start and run their own cybercafé businesses.

- Reporting to
  o Café Owner

- Working conditions
  o On-Site

- Job Duties
  o Help customers with the use of computers, applications and internet usage.
  o Respond to customers who encounter error messages while accessing websites, emailing or downloading content.
  o Provide excellent customer care and assist clients to complete forms and returns for KRA, NTSA, NHIF and other e-government services.
  o Assist customers with downloads, printing, scanning, attaching and emailing documents.
  o Monitor use of computers, media equipment, printing equipment and other machines to ensure compliance with café policies and applicable laws and regulations.
  o Sell computer accessories, stationery and other cyber related goods and services while providing advice to customers on care and usage.
  o Troubleshoot hardware, terminals, software and connectivity issues.
  o Track customers' time and charges at computer terminals and keep daily records.
  o Clean computer areas and tables and keep the premises neat and tidy.
  o Anticipate and promote computer and Internet-related products and services of the venture.
  o Support the cybercafé owner in basic record keeping/book keeping
  o Operate the various printing machinery in the cybercafé including heat press machines and screen printers
  o Learn and operate various equipment in the media centers – photo and video equipment, software etc.

- Machines to be used
  o Computer

- Hazards
  o High risk paying job with long time working at late night

In addition, include the following parameters:
- Roles and duties
  o Researching, designing, implementing, and managing software programs

- Testing and evaluating new programs
- Identifying areas for modification in existing programs and subsequently developing these modifications
- Developing quality assurance procedures
- Deploying software tools, processes, and metrics
- Maintaining and upgrading existing systems
- Training users

Salary range
- Monthly Stipend of 8000 INR

Skills needed
- Analysis
- General Programming Skills
- Software Debugging
- Software Testing
- Problem Solving
- Teamwork
- Software Requirements

Educational qualifications
- A bachelor's degree in computer science, software engineering