

Python Installation Support - Onboarding Guide

Team Onboarding Guide

Python Support Team

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Welcome to Python Installation Support!

We're thrilled to have you on board. This guide is designed to help you get started smoothly, understand our support philosophy, tools, workflows, and key expectations.

Overview

Support Function Mission: We aim to provide prompt, dependable, and compassionate support to our users.

Your Role: - Respond to requests, inquiries or tickets via [physical presence/chat/support portal]. - Troubleshoot technical or operational issues. - Document solutions and processes. - Collaborate with team members to resolve issues. - Help maintain and improve our support knowledge base. - Teamwork on various projects.

Getting Set Up

Accounts & Access:

- Communication tools (e.g., Discord, Outlook): <https://discord.gg/CSp6xS22>
- Ticketing system: <https://pythonsupport-rt.dtu.dk/rt/>
- Knowledge base access: <https://pythonsupport.dtu.dk/commonproblems/index.html>
- Time based registration documents: <https://dtudk.sharepoint.com/:f:/r/sites/PythonInstallationSupport/Delte%20dokumenter/Students%20documents?csf=1&web=1&e=L VnQbU>

Introduction:

- Attend a team kick-off in August 2025.
- Intro with your direct manager and with the team.

Required Training:

- Product walkthrough (internal tools, user-facing systems)
- Using the ticketing system and Discord

Tools used

- Ticket management: <https://pythonsupport-rt.dtu.dk/rt/>
- Discord - Internal communication: <https://discord.gg/CSp6xS22>
- Python Installation Support site: <https://pythonsupport.dtu.dk/>
- Github – team documentation and programming: <https://github.com/dtudk/pythonsupport-page/>
- Teams – alternative docs, shift spreadsheets: [Students documents](#)
- Programming course: <https://02002.compute.dtu.dk/>

Support Workflow

1. **Ticket Intake:** Regularly check for new requests, assign and acknowledge them within your shift.
2. **Triage & Troubleshoot:** Identify the root issue and check documentation before escalating.
3. **Resolution:** Provide solutions or workarounds and follow up to confirm resolution.
4. **Student hands-on:** Guide the user in solving the issue(s). Let the user do the work.

Documentation & Knowledge Sharing

You are expected to:

- Document new findings and solutions.
- Alternatively, report your findings in Discord.
- Suggest edits to existing articles.
- Create internal guides when gaps are identified.

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

Team Values

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

Where to Get Help

- **Your shift partners:** Assigned for support and collaboration
- **Team Lead:** For daily questions and prioritisation
- **Support Discord Channel:** Quick team-wide help
- **Knowledge Base:** [\[Link\]](#)

After 30 Days...

You should:

- Be confident using all core tools
- Manage and resolve tickets
- Be familiar with team workflows