

# **Your Role in the Team**

Python Support Team

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## Our Mission & Your Responsibilities

### Our Mission

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

## Team Values

### 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.**