

Your Role in the Team

Python Support Team

2025-07-11

Table of contents

Our Mission & Your Responsibilities	2
Team Values	2
Support Workflow	2
The 4-Step Process	2
Your Responsibilities	3

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 the 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 in GitHub.