



## **Point of View Is Looking for a Knowledge Associate for TechSakhi**

TechSakhi is a digital safety helpline for women and LGBTQIA+ persons run by Point of View, a Mumbai based non-profit that works on gender and technology. Piloted in February 2022 in Hindi, TechSakhi has served hundreds of callers with accurate and personalized information on countering online harassment and increasing digital security. The helpline provides empathic, confidential and empowering support.

We have ambitious plans for TechSakhi over the next two years. We will scale up the Hindi service to reach millions across India and roll out the helpline in Bengali, Marathi, and Tamil. We will build partnerships with organizations working with women and gender minorities in low-income communities, and run educational campaigns around digital safety. And we will ensure people can reach TechSakhi how they want – through calls, messages, emails, and social media.

What we're looking for:

We are looking for a Knowledge Associate to work closely with the Knowledge Lead and other verticals on the implementation, execution and operations of the knowledge database and expansion. This role will contain an equal mix of administrative and operations support while also assisting with ideation and other innovation practices to expand TechSakhi's Knowledge base.

## **Responsibilities**

- Work closely with the Knowledge Lead and the team to implement any backend, coordination and other operational requirements of the knowledge base used by TechSakhi.
- Provide research support on relevant areas of knowledge to the Knowledge Lead with a penchant for feminist knowledge building and discourse.
- Ensure back-up and record maintenance of the changes to knowledge database on a regular basis
- Work with the lead to implement any communication and content prepared by the knowledge department for use by other verticals and programs.
- Monitor developments in collaborative partnerships and programs where the Knowledge vertical is required.
- Attend meetings and events relevant to the functioning of the Knowledge Vertical and overall TechSakhi team.

## **Requirements :**

- A bachelor's degree in any field and 1-2 years of work experience (internships will be counted). While some experience is preferred, fresh graduates or those starting their career who show demonstrated skill and knowledge are welcome to apply.
- Highly organised with a strong attention to detail.
- Understanding of knowledge and database management practices and requirements.
- Being comfortable with Google Suite, an open to learning and adapting to more secure and open source software document drafting and editing, and navigating digital interfaces on the internet.
- A strong interest in emerging issues related to intersectional feminism, women's rights in India and abroad, digital rights and well-being and other related fields.
- Being available for a full time, remote role with the working days being Monday-Friday.

Preference will be given to women, trans, non-binary persons.

Please submit your resume and a cover letter (not more than a page) by 11:59 p.m, 27th January at [yashoroop@techsakhi.in](mailto:yashoroop@techsakhi.in) . In the email subject section please mention your name in the following format- **[Name]-Knowledge Associate**.