



## Point of View Is Looking for a Technology Consultant 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 Tech consultant to work with Techsakhi for a short duration. As a member of technical support, you will be in charge of all operationalizing software, platform, and hardware requirements.

### **Responsibilities**

- Setup and run WhatsApp API business, coordinating with various SaaS platforms and computer troubleshooting.
- Communicate risks, issues, challenges and status/progress of the project
- Document requirements, design, architecture and test scripts
- Display solid understanding of API functionality, and perform API calls

- Quarterly training sessions on the different software used by TechSakhi to improve user interaction and efficiency on those systems (workplace, ticketing, telephony, knowledge database management, etc)
- Training team members based on individual capacities to be able to learn, adapt and work at efficiency using different virtual workplace tools, including Helpline Operations Tools (Freshdesk, Zammad, Whatsapp, etc)

### **Requirements :**

- A bachelor's degree in computer science, information technology, information systems, computer engineering, or similar.
- Extensive experience as a technical consultant in Freshdesk, WhatsApp API and WhatsApp Chatbot
- Providing recommendations for existing and new IVR processes to support helpline operations
- Experience with an API Testing tool (ie. POSTMAN, SoapUI, Advanced Rest Client)
- Some SQL skills preferred
- Setting Up and maintaining WhatsApp API for digital safety tips
- Providing recommendations for more efficient technical processes for helpline operations and data collection including setting up automations, SLAs and workflows
- Advanced knowledge of data protection and software encryption.
- Ability to ensure optimal system functionality by monitoring performance metrics.
- Ability to keep up with IT trends and innovation.
- Ability to spin technical concepts, tools, operations and maintenance protocols into simple language and visualization to support team adaptability to technology for TechSakhi

Please submit your resume and portfolio by 20th January at [megha@techsakhi.in](mailto:megha@techsakhi.in). In the email's subject section please mention your name and the role.