

Digital Skills Trainer

Full-time | Innovation Team

Base Location: Nanpara, Bahraich district, Uttar Pradesh

Reporting Line: Innovation Manager

Start Date: ASAP



About Oorja

Oorja (www.oorjasolutions.org) is an award-winning social enterprise based in New Delhi. We are on a mission to empower 1 million farmers globally by 2030 with the agricultural solutions they need to sustainably increase their income and quality of life.

Oorja is a Farming-as-a-Service company working at the intersection of sustainable agriculture and renewable energy. Our focus is on powering productive-use appliances that help users to generate stable incomes, create jobs, and mitigate carbon emissions. Despite urgent need, around 90% of marginal farmers cannot afford to invest in solar technology to meet energy needs on their farms. Oorja wants to close this gap. We finance, install and maintain decentralized solar energy infrastructure for community use. We use these assets to sell affordable and reliable solar irrigation and milling services on a pay-per-use basis to smallholder farmers, without any upfront cost to them. We also offer offline and digital advisory services to strengthen climate adaptation and resilience amongst farmers. We operate in rural areas of northern India where farmers are currently reliant on polluting and expensive diesel motors for their energy needs and have ambitions to scale up our unique solution globally.

Our core strengths are our inclusive, farmer-centric business model and a diverse and driven team with shared passion for sustainable development. Some of our investors and partners in this mission are:



Role Background

Oorja is seeking a Digital Skills Trainer to oversee digital product rollouts for the entire Eastern UP region, as a part of the Innovation team. You should bring a minimum of 2-4 years of experience working with rural and/or low-income customers, as well as be adept at using a smartphone and learning smartphone apps quickly. You will be stationed in multiple locations across Eastern UP and be expected to travel to cover all of our sites. The Innovation team works primarily to build solutions that drive operational efficiency, provide digital access to rural users, and expand the scope of Oorja's impact. Your primary responsibilities will be to execute the deployment of digital products on the field, working to train both Oorja team members as well as rural customers. You will also assist the Innovation team in the design and testing phases of developing products, and will also be responsible for identifying and reporting on technical issues in an expedient manner. You should be comfortable having daily touch points with groups of farmers and testing mobile apps on the ground, as well as coordinating testing across a large number of users. You must have high attention to detail, solid analytical and problem solving skills, and an ability to work independently in a fast-paced setting. You should have excellent spoken and written communication skills in Hindi.

Roles & Responsibilities

As a Digital Skills Trainer, you will be expected to serve a key role within our Innovation team. Your responsibilities include, but are not limited to:

Product Testing

- Testing internal and external digital products on the field, conducting structured interviews and user testing.
- Diagnosing application faults, product issues, device faults and settings issues.
- Performing basic smartphone configurations, application setting changes, etc.
- Providing comprehensive feedback on new digital applications, suggesting product improvements and identifying potential issues.

Digital Training

- Training and upskilling rural users on various new digital tools/UPI apps/other mobile apps, in both group and individual settings.
- Providing clear instructions and writing out product instructions/SOPs for users in Hindi.

Project Management

- Designing the broader digital training and upskilling programme for Oorja employees and customers.
- Executing phased implementation of digitization of the Oorja team and operators
- Executing phased implementation of the Dhoop application
- Organizing and collecting testing data, performing basic data inference, and recommending changes
- Coordinating with the broader field team in the roll out of strategic internal tools.
- Identifying and pitching opportunities for new technologies on the field.

Qualifications & Skills

- Minimum 2 years of relevant professional experience in technology in rural India
- Proficiency with smartphones; ability to learn and use new apps and products quickly; understanding of basic Android settings and configuration
- Proficiency with computers; ability to analyze data in MS Excel and PPT and use Google Sheets

- Knowledge of or experience with digital training programs and programme management in a rural context
- Native fluency in Hindi (verbal and written); knowledge of English is a plus, but not required
- Excellent active listening skills; confident communicator with good persuasion abilities
- Well organized with good documentation and reporting skills; ability to coordinate large groups of people.
- Street-smart with the ability to solve problems effectively
- Curiosity, team spirit, commitment and passion for the social and environmental challenges that drive Oorja's work
- Valid driver's license and ownership of a motorcycle (laptop preferred but not required).

What We Offer

- A highly enthusiastic, driven and ambitious team
- A melting pot of diverse talents – development professionals, researchers, engineers, farmers, scientists and community mobilisers
- Competitive remuneration package
- Interesting field of work where you will build your understanding of solar technology, sustainable agri-food systems and the development sector
- Close mentorship for career development
- A flat and open work culture and friendly work environment
- Experience and responsibility at an award-winning company in the renewable energy and agri-tech industries, among the fastest-growing segments of the global economy
- The opportunity to make a difference and to help improve people's lives.

How to Apply

If this opportunity appeals to you, please send your application by filling the brief online application form before 20th December 2024 here – www.oorjasolutions.org/apply-now

Equal Opportunities and Non-Discrimination Statement

Oorja Development Solutions India Private Limited is an equal opportunity employer that values and respects the importance of a diverse and inclusive workforce. It is the policy of the company to recruit, hire, train and promote persons in all job titles without regard to religion, race, caste, gender, place of birth, sexual orientation, marital status or disability status. Oorja endeavors to provide a safe, diverse and comfortable workplace. Oorja will not adversely discriminate, and prohibits other adverse discrimination at the workplace, against any person on its premises, whether that person is in its employment or otherwise. If you can contribute to our organization, you are welcome, regardless of your roots, religion, age or gender.