**Ensure that this form is sent to HR at end of the probation period (6 months). Please contact HR if there are any performance concerns during the probation period.**

|  |  |
| --- | --- |
| **Employee Name** | **Artemijs Matusevs** |
| **Start Date** | **June 2022** |
| **Job Title** | **IT Engineer – 1st line** |
| **Department** | **IT** |
| **Manager** | **John Doyle** |
|  |  |

**Probation Objectives (aim to have around 2 - 4 objectives)**

# Objective

Get to know IT Team and people in CAS. Get to know processes and systems and how we support CAS and CAB network.

Shared Services – Understand what’s being delivered and how. Be able to support SS sites to a good standard

Ensure Daily Checks are completed & Keep on top of tickets Queues.

Measure:

Observation from manager

Feedback from team and Head of Dept.

**Support (if required)**

All team / Michael + manager

# Objective

Get to know tools in use within the department Freshdesk, Asset Manager, Mobile phone Asset Manager ….. Tensor, VPN, MFA, P2P … CAS website, and other tools like SCOM, SCCM

Team Knowledge Base and other SharePoint tools, VLSC Portals. Access to licencing info, users & authoriser lists, contract info. Wi-Fi access.

Start to take and resolve calls.

Measure:

Feedback from team and you

**Support (if required)**

IT Team/Michael and Manager

# Objective

Become familiar with our Telephony set up. Avaya … setting up new users. Handling questions on changes to service e.g. … SCAH (Scottish Citizens Advice Helpline) over to local. Get to know how to handle faults or user questions.

Measure:

Be able to troubleshoot telephone issues, set up new Avaya phones

**Support (if required)**

Scott and Michael

# Objective

Building PCs & Laptops and Mobile phones …. and Shared Services Servers

Specific focus on becoming our Mobile Administrator and general guru – Vodaphone – VCO portal.

Measure:

Become a go-to-guy in our team. Emails to team about updates or improvements to mobiles administration and management. Speed to get phones and SIMs to new users.

Feedback from team on progress and ability to learn quickly.

**Support (if required)**

All IT team but mainly Michael, Catherine & Darren

**Interim Probation Review**

|  |  |
| --- | --- |
| **Date of Review** | N/A |
| **Employee currently achieving objectives** | N/A |

**Manager Comments**

**Employee Comments**

**Final Probation Review**

|  |  |
| --- | --- |
| **Date of Review** | **23/11/2022** |
| **Employee successfully completed probation** | Yes |
| **Probation extended** | No |

**Manager Comments**

*Tom is a great addition to our small team. I have received positive feedback from customers, colleagues, and management. He has proven to be very easy to work with, knowledgeable, extremely reliable, and keen to develop further.*

*The team have been quietly impressed by his contribution over the time he has been with us. He picked up systems and process knowledge very quickly and has calm and reassuring manner with the rest of the team and our users which is exactly what we needed. He is able to ask for help at the right time.*

*Take confidence from the great feedback and try to always enforce that sense of urgency for priority issues.*

*Colleague feedback - Really impressed with Tom. He’s dependable allied with good technical skills it’s the perfect combination for career in IT. We have seen big advance in confidence and communication so look forward to him growing his skills with CAS.*

**Employee Comments**

Following up from the chat earlier today.

I would like to add a big thank you to the IT Team for taking the time to teach me during my probationary period. Especially to the 3rd Line for taking time out to give me detailed short lectures and pointing me in the right direction on topics I wasn’t too familiar with.

I have enjoyed my position at CAS and I am looking forward to growing my skills in the future.

**\_\_\_\_\_\_\_John Doyle\_\_\_\_\_\_\_\_\_\_\_**

Manager Signature

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Employee Signature