Team Leadership & HR Tools

1. 3-Day Onboarding Plan

Day 1: Orientation & Access

- Welcome meeting with the supervisor and introduction to the IT team

- Company HR orientation (overview of benefits, policies, and compliance)

- Assign desk/laptop and set up access to:

  - Email & messaging (e.g., Outlook, Teams)

  - Ticketing system (e.g., ServiceNow, Jira)

  - Internal documentation portal

- Tour of workplace and facilities

- Assign mentor for shadowing

Day 2: Systems Walkthrough & Shadowing

- Deep dive into key internal tools used by the IT team

- Begin shadowing support ticket resolution and user interaction

- Access review: ensure VPN, remote access, and admin rights function

- Lunch with team (informal integration opportunity)

- Review documentation on SLA and support workflows

Day 3: Independent Tasks & KPIs

- Begin handling low-priority tickets or tasks independently

- Introduction to KPIs:

  - First response time

  - Resolution time

  - Customer satisfaction score (CSAT)

- Meet with supervisor to review questions, expectations, and roadmap

- Setup bi-weekly 1-on-1s for ongoing coaching